



**Return and Refund Policy for FRX and Queen City Cannabis (QCC) Dispensaries**  
**We aim to provide clear guidance for handling product returns to ensure a smooth experience for our customers.**

**Eligible Reasons for Returns**

1. Lack of Knowledge: If you're unsure how to use a product, let us know. We're here to help!
2. Defective Products: You can return products if they are:
  - o Moldy
  - o Leaking
  - o Damaged (not due to user error)
  - o Not functioning as intended

**Refund and Exchange Guidelines**

1. You May Receive a Refund If:
  - o The product is faulty or damaged.
  - o An adverse reaction occurs after using the product.
2. **Refunds Are Not Offered If:**
  - o The product has been used or damaged by you.
  - o Issues stem from mistaken expectations or operator error that has been resolved.
  - o Flower products (we'll refer you to the vendor).
  - o The product is not in its original packaging or lacks the original label.
  - o The product was purchased more than 30 days ago.
3. **What We'll Do:**
  - o Before offering a refund, we'll always explore if a product exchange might better resolve the issue.

**Handling Adverse Events**

- If you experience an adverse event, please inform us immediately. Our team will help document your experience and provide assistance.

**What Happens to Returned Products**

- Unused Products: You can return unused items, and we'll safely dispose of them.
- Returned Items Are Not Resold: Once a product is returned, it is quarantined and destroyed within seven days, as per regulatory guidelines. These items are never reused, resold, or gifted.

**Our Promise to You**

- All unwanted, defective, or returned products are disposed of responsibly and at no cost to you.
- We're committed to ensuring a safe, compliant, and customer-friendly process.

If you have questions or concerns about a product, please don't hesitate to reach out to us!