



GROW NNK

Grow with the Flow

## GROW NNK 30 Day Return Policy

March 6, 2021

GROW's policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return or exchange:

1. Your item must be in original packaging, unused and in the same condition that you received it.
2. Must be returned in 30 days or less.
3. Only regular priced items will be refunded, sale items cannot be refunded.
4. To complete your return, we require a receipt or proof of purchase.

5. Exchanges (if applicable)

We only replace items if they are defective or damaged. If you want to exchange the damaged or defective item for the same item, send an email to [grownnk@gmail.com](mailto:grownnk@gmail.com). Return your item to: 84 South Main Street, Kilmarnock, VA 22482. You are responsible for paying your own shipping costs for returning your item(s). Shipping costs are non-refundable. If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

6. Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

7. There are certain situations where only partial refunds are granted (if applicable)

- Book with obvious signs of use
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error

8. The following items are non-returnable:

- Gift cards
- Some health and personal care items such as balms, lotions, lip balm, food items

9. Gifts: If the item was marked as a gift when purchased and shipped directly to the recipient, you'll receive a gift credit for the value of your return. Once the gift is returned to GROW NNK, a gift certificate will be mailed to you.