



Return & Exchange Policy

All Returns Or Exchanges MUST Include A Returns & Exchanges Form
All Relabel Requests Must Include a "Label Replacement Form"

Thank you so much for your business, we are truly grateful! At *Steding & Sons Mercantile*, we take immense pride in providing our stores with products that customers will love and return for. We understand that certain products sell better in certain stores, and we want to support your ability to best serve your customers. We encourage all of our stores to stock their shelves in the *First In First Out* system, so that your store is able to make the most of each purchase and ensure that customers get fresh products.

Product Exchange:

**Product Exchange is limited to stores we are currently doing business with, defined as having placed an order within the last 4 months.*

A product may be exchanged for another product of equal value (or credit reflecting the tier at which the item was purchased,) within 30 days of the date of purchase. If the product was sent in error, we will gladly pay for shipping. If the retailer changed their mind or accidentally ordered the wrong product, shipping will be the retailer's responsibility but we are happy to switch it out. After 30 days, products are not eligible for return or exchange until one year after the DOP.

Note: We are adjusting to new packaging, and we will continue to deliver all of our products in a First In/First Out system. We will not be able to exchange old packaging for new.

Old Product Replacement:

We understand that customers want fresh kratom and we *always* want customers to be happy, which is why we strongly encourage retailers to ensure that all employees are trained on the *First In First Out* system. Sometimes, some things just don't sell as well as others and sit on the shelf a long time, so we are happy to replace them!

**Also note that kratom is not "expired" after one year, but retains it's alkaloid count and desired properties for many years as long as it is kept sealed in our packaging. See "STABILITY STUDIES" labs on our website <https://www.1836kratom.com/lab-tested>*

If a store wishes to replace items, after the DOP exceeds one year, we will gladly replace any items that have **not** been reordered since the old items were delivered. Shipping is the responsibility of the retailer in this case. We will provide similar items, items of equal value or credit in the amount of the item's current value, according to the tier of the customer's next order.



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If a customer wishes to return an aged item that *has* been re-ordered since that time, we will gratefully offer a 50% credit of the item's current box value, at the customer's current tier, on their next order upon receipt of the discarded item. The customer is responsible for shipping. This offer is limited to one instance per customer.

Please note: Items over two years old are no longer eligible for replacement or return.

Refunds: We do not offer refunds, with the exception of a store's first order according to our *Buyback Policy*. This policy is outlined in our new customer "Buyback Guarantee." If items do not sell, after 60 days, a store may return them for a refund within the next 60 days. Product must be returned to our factory, and we will refund the cost of each item returned. Refunds will not be granted for reason of store closure or changes in local legality.

We are truly grateful for your business and eager to help you make the absolute most out of our products! Thank you so much!

**Return & Exchange Form & Relabel Request Form Available On "Vendors" Page:
orders.1836kratom.com
Vendor Section Password: KRATOM1980**