



Retailer Return & Exchange Policy

All Returns Or Exchanges MUST Include A Returns & Exchanges Form

Thank you so much for your business, we are truly grateful! By purchasing from our company, you agree to the following "Returns and Exchange Policy." Returns and exchanges are limited to products purchased directly from, *Steding & Sons Mercantile*. If you have purchased from a 3rd party wholesaler/distributor, your purchase is subject to the terms and conditions of that business.

At *Steding & Sons*, we take immense pride in providing our stores with products that customers will love and return to your store for. We understand that certain products sell better in certain places, 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. Maximum credit value is 50% of a store's average monthly spend over the previous 12 month period. Maximum credit offered: \$5,000. See below for details and limitations.*

Any product may be exchanged for credit (in line with the customer's current tier) within 30 days of the date of purchase. If the product was sent in error, or there is a defect, we will gladly pay for shipping. If the retailer changed their mind or accidentally ordered the wrong product, shipping will be the purchaser's responsibility but we are happy to switch it out. After 30 days of purchase, products are not eligible for return or exchange until one year after the DOP. We take pride in the consistency of our products, but encourage you to look them over before shelving. Shipping can be rough sometimes!

Steding & Sons Mercantile, Austin TX

www.1836kratom.com

orders@1836kratom.com

Call or Text - 737.895.2303

Remember: FIFO Saves Lives



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PRODUCT REPLACEMENT FOR CREDIT:

We understand that customers want fresh products and we *always* want your 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, with shelves stocked back to front, placing new items behind current inventory. This practice allows previously purchased products to sell first, ensuring customers always receive fresh products. Still, sometimes things just don't sell as well as others and we are happy to replace them as detailed below.

BASICS: One Year Window (from 1 year after DOP, until 2 years after DOP)

Items Which Have Not Been Repurchased - 100% Credit Eligibility - details below

Items Which Have Been Repurchased - 50% Credit Eligibility - details below

Beverage Products are not eligible for returns/exchange after 30 days of purchase.

Please inspect all items upon receipt.

After 30 Days DOP must exceed 1 Year, and be less than 2 years: DOP must exceed one year for a product to be eligible for exchange. The DOP is in Roman Numeral format, and found on the product's lot number sticker (or stamp.) A product is no longer eligible for exchange if the DOP exceeds two years. Products which have *not* been repurchased are eligible for 100% credit and products that *have* been repurchased are eligible for 50% credit. If a store wishes to replace items, after the DOP exceeds one year, we will gladly credit any items that have **not** been reordered since the aged items were delivered, at 100% of the item's current box value (cost per item in box) at the customer's current tier. This offer is limited to one instance per customer, in a 24 month period, and the total value credited is limited to half the value of the customer's average monthly spend over the course of the previous 12 months. Maximum total credit offered, for *all* items = \$5K.

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If a customer wishes to return any item that *has* been re-ordered since that date the requested exchange item was purchased, we will gratefully offer a 50% credit of the item's current box value (the cost per unit in a box) at the customer's current tier, on their next order upon receipt of the unsold item. The customer is responsible for shipping. This offer is limited to one instance per customer, during a 24 month period, and the total value credited is limited to half the value of the store's average monthly spend over the course of the previous 12 months. Maximum total credit offered, for *all* items = \$5K.

Beverage Products Exception - Any/all beverage products (defined as liquid products over 1oz) are not eligible for return/replacement after 30 days of purchase. Beverage products may only be exchanged if there is a factory defect or damage incurred during shipping. In general, these products sell fast, so this should not be an issue!

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

Refunds: We do not offer refunds, with the exception of a customer's first order according to our *Buyback Policy*.

We are truly grateful for your business and eager to support your success! We strongly encourage all customers to view our [Trusted Vendor Video](#), which will be updated with the release of each new product! *Interested in receiving your "Trusted Vendor" certification? Reach out to shipping@1836kratom.com!* This video shares detailed information about each product, and may serve as a valuable tool for your sales team!

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Return & Exchange Form & Relabel Request Form Available On "Wholesale" Page:

www.1836kratom.com

Click "Vendors" Tab

Vendor Password: KRATOM1980

(Case Sensitive ALL CAPS)

Thank You So Much For Your Business!

Please let us know how we can support your success!

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