



TERMS & CONDITIONS – Updated May 10, 2025

Introduction & Notes on GMP Qualification

Steding & Sons Mercantile LLC (Manufacturer, Steding & Sons, 1836 Kratom) is the manufacturer of 1836 Kratom products. *Steding & Sons Apothecary LLC (DBA Steding & Sons Allied Forces)*

Steding & Sons Mercantile (1836 Kratom) and *Steding & Sons Apothecary (DBA Steding & Sons Allied Forces)* and its owners or employees cannot be held responsible for, and will not be liable for the inaccuracy or application of any information whatsoever herein provided. *Steding & Sons Mercantile (1836 Kratom)* and *Steding & Sons Apothecary (DBA Steding & Sons Allied Forces)* and all employees strive to be as accurate as possible. *Steding & Sons Mercantile (1836 Kratom)* and *Steding & Sons Apothecary (DBA Steding & Sons Allied Forces)* do not warrant that any product descriptions or other content within are accurate, reliable, complete, current, or free of errors.

1836 Kratom products are packaged in an AKA GMP Qualified Facility, which has been audited by an accredited 3rd party. These products are sold in beautiful retail-ready packaging and are intended to be sold to customers as such. We are not, in any way, responsible for any product which is opened before being sold to the customer.

Nothing in this catalog, our website, any advertisement, package or brand material is intended as, and should not be interpreted as advice, medical, legal or otherwise. Products are not intended to be and should not be considered a replacement for medical treatment. If you have or may have any kind of medical condition, please consult with a licensed physician. No retailer, including employees, may offer medical advice to customers and any customers seeking medical advice should be advised to consult a medical professional.

Consumers should consult with a physician before using any products shown on this website. The FDA has not approved the statements on this website. Products shown are not intended to diagnose, treat, prevent or cure any disease. Pregnant/nursing women are advised against. Products should not be consumed if a person is consuming any other supplements, drugs or medication without explicit clearance from a licensed physician. Legal age may vary



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from state to state and it is entirely the responsibility of the purchaser to maintain awareness and observe all local laws. Products are not for sale to minors.

Buyer agrees to *Steding & Sons Mercantile (1836 Kratom)* and *Steding & Sons Apothecary (DBA Steding & Sons Allied Forces)* reserved right to limit and/or deny sales of products to any individual or business at our discretion. Buyer will never be charged for any product that is not provided. By submitting an order you accept the Terms and Agreement at time of checkout the Buyer swears that all personal information the Buyer gives is true and accurate pertaining to the identity and physical address of the Buyer.

Buyer acknowledges that by using our echeck and credit card processing systems the Buyer is authorizing approved invoices to be paid through their submitted payment methods unless otherwise specified through submission before the due date of the invoice. If no other payment arrangements/submission have been made by the time of the invoice due date, it is understood that *Steding & Sons Mercantile (1836 Kratom)* will resolve unpaid invoices with the latest payment method used by Buyer. "Buyer" is defined as the person and/or entity who submitted the order and approved the invoice.

Restrictions: You are specifically restricted from all of the following

- Using *Steding & Sons Mercantile (1836 Kratom)* and *Steding & Sons Apothecary (DBA Steding & Sons Allied Forces)* website in any way that is or may be damaging
- Using our website in any way that impacts user access to this Website
- Using www.1836kratom.com or www.stedingandsons.com (or websites that point to them) contrary to applicable laws and regulations, or in any way may cause harm to the Website, or to any person, or business entity
- Engaging in any data mining, data harvesting, data extracting or any other similar activity in relation to
- Engaging in any data mining, data harvesting, data extracting or any other similar activity in relation to www.1836kratom.com or www.stedingandsons.com
- Using www.1836kratom.com or www.stedingandsons.com to engage in any advertising or marketing.
- Using the copyrighted content created at www.1836kratom.com or www.stedingandsons.com on any other website without prior approval from our webmaster. If you would like to publish certain content on your website, please



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contact us and we will gladly work with you: info@1836kratom.com

- Certain areas of this Website are restricted from being accessed by you and *Steding and Sons Mercantile, LLC* may further restrict access by you to any areas of

these websites, at any time, in absolute discretion. Any user ID and password you may have for this Website are confidential and you must maintain confidentiality as well.


No warranties

This Website is provided “as is,” and *Steding & Sons Mercantile (1836 Kratom)* and *Steding & Sons Apothecary (DBA Steding & Sons Allied Forces)* express no representations or warranties, of any kind related to this Website or the materials contained on this Website. Also, nothing contained on this Website shall be interpreted as advising you.

Returns, Exchanges & Credit Policy

Thank you so much for your business, we are truly grateful! This Website is provided “as is,” and *Steding & Sons Mercantile, LLC* express no representations or guarantees of certain perceived effects of products. 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.

We’re grateful for your partnership and are committed to your success. This policy outlines how to return or exchange products, request credit, and manage inventory for best results.

 **Please note: We do not offer refunds — we offer store credit. For *first time orders* we do offer a Buyback Policy which does result in a refund, see eligibility and rules below in the last section titled “Buyback Policy”**



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SECTION 1: New Product Return or Exchange (Within 30 Days)

If you need to return or exchange new, unopened products within **30 days of delivery**, here's what you need to know:



Eligibility

- Products must be returned or exchanged **within 30 days** of delivery.
- Products must be **unopened, undamaged, and in original packaging**.
- **Maximum value of returns or exchanges: \$5,000.**



Shipping Responsibility

- If **we made a mistake** (wrong product or damaged item), **we cover shipping**.




We take pride in being accurate and meticulous with every order. But if we make a mistake, we'll fix it fast and fairly. We will immediately ship the correct products as soon as we are made aware of the error. **The customer must return the wrong items they received within 7 business days with the shipping label they received from us or they will be charged for the wrong products they have kept.**

- If **you made the mistake** (ordered the wrong product or over-ordered), **you are responsible for return shipping**. We do not generate return shipping labels in this case or if you don't have a shipping account we can generate the label and charge your payment method on file for shipping. We will ship the items you meant to order immediately and **the customer has 5 business days to ship back wrongly ordered products or they will be charged for all items received.**




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 **Exchange Shipping Notes** **Pertaining to when customer received items they originally ordered in good condition, not in instance of our error or product damage

- If you're exchanging, **you pay to return the original product.**
 - We pay to ship the **new/exchanged product** back to you.
-

Return or Exchange Process (New Product – Within 30 Days)

Step 1: Contact Us

 Email orders@1836kratom.com within 30 days of delivery. Include:

- Order number
- Items being returned or exchanged
- Whether you want a **credit** or **exchange**

If the issue was on our end, we'll send you a **prepaid shipping label** after receiving your box dimensions and weight.

Step 2: Ship Your Products back in a timely manner (5 business days for customer error or 7 business days for our error or damaged products, customers will be charged for all products kept after these time periods)

Send the eligible items back to:

Steding & Sons Mercantile

Attn: Returns

1501 Panther Loop #7A

Pflugerville, TX 78660



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Step 3: Inventory & Credit/Exchange Processing

- If you requested credit, we'll **inventory your return** and confirm the credit amount.
- If exchanging:
 - If the new items cost **less**, we'll issue a credit for the difference.
 - If the new items cost **more**, we'll send an updated invoice and charge your account for the difference.

Step 4: Receive Credit or Exchanged Items

- Store credit will be **automatically applied to your next order(s)**.
- Exchanged products will be shipped to you with tracking info as soon as possible once we are made aware of the issue. We will ensure your store is supplied with 1836 Kratom.

SECTION 2: Old Product Credit (1–2 Years from DOP)

We understand that sometimes certain products just don't sell as well as others. We offer credit for slow-moving items based on the **Date of Production (DOP)**.



Eligibility Rules

- Product must be **at least 1 year old** but **not older than 2 years** from DOP.
- DOP is printed in **Roman numerals** on the lot sticker (e.g., DOPXXIII227CG).
 - **Translation Example:**
DOPXXIII227CG = **December 27, 2022**
(The last two refer to the person(s) who packed the order.)



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- **Beverage products (liquids over 1oz)** are not eligible for return after 30 days unless defective.

Credit Tiers (Based on Reordering Status)

- **100% Credit** — if the item **has not been reordered** since it was delivered.
- **50% Credit** — if the item **has been reordered** since original delivery.

Credit Limits

- Credit is limited to **one submission per customer per 12-month period**.
- Total credit cannot exceed **\$5,000** or **50% of your average monthly spend** over the past 12 months.

Shipping Covered by Us

- We generate a prepaid return label once we receive **box dimensions and weight**.
- No shipping costs to you in this situation.

Return Process for Old Products (1–2 Years from DOP)

Step 1: Confirm Eligibility

Ensure the DOP is **more than 1 year but less than 2 years** old. Check the lot sticker on each product. **You will be asked to confirm you have checked all DOPs before being sent a shipping label.** We will not ship back products that are ineligible for credit because they are too old or too new.

****We do not require an inventory list from you, we will make an inventory list from what we receive and send to you with credit amount.***



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Step 2: Send Box Info

Email orders@1836kratom.com with:

- Shipping Box Quantities
- Shipping Box **dimensions and weight**

We will reply with a **prepaid shipping label**. By using the prepaid shipping label you are **CONFIRMING** all your product's DOP meet eligibility.

Step 3: Ship Products Back

Use the label we provide to return your items to our facility.

Step 4: Inventory and Credit Issuance

Once we receive and inventory the return, your credit will be:

- Applied to your next order(s) after we receive returned products.
 - Applied at: 100% for items that have *not* been re-ordered.
 - Applied at 50% for items that *have* been re-ordered.
-

Inventory Management Best Practices

To avoid accumulating excess products, we recommend that you:

- Use a **First In, First Out (FIFO)** system
- Check and rotate inventory monthly



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- Order in proportion to current sales trends
 - Track expiration and DOPs on a spreadsheet or POS system
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Buyback Policy — First Purchase Only

We're so glad you chose to partner with *Steding & Sons Mercantile (1836 Kratom.)* We believe in the quality and popularity of our products — and we're confident they'll become staples in your store.

But in case they don't move as expected, we offer a **one-time buyback guarantee** for first-time customers.

Who Qualifies

- This policy applies to a store's **first order only**. No *1836 Kratom* can be carried in the store from previous purchases from distributors/ect.
 - **All subsequent orders are final** and not eligible for buyback.
-

Buyback Timeframe

- **Starts:** 60 days after the date of your first purchase.
- **Ends:** 150 days from the date of your first purchase.



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Example: If you purchased on January 1, the buyback window runs from March 1 through May 30.



Refund Details

- **Maximum refund value: \$5,000**
 - Refunds issued by **check or wire transfer** within 30 days of receiving your returned goods.
 - **Shipping reimbursement** will be provided in the form of a shipping label sent to you by us.
-



Eligibility Requirements

To qualify for a refund:

- **At least 60 days must have passed** since your order date.
- **Over 50% of the original order** must still be in sellable condition.
- All products must be **returned to us unopened and undamaged**. *Please document/photograph items returned to avoid confusion on shipping/handling error

You must also show that:

- Products were **prominently displayed** with provided promotional materials.



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- Items were visible to customers for **at least 60 days**.
- We reserve the right to request **photos or conduct a store visit** before approving the refund.

🚫 We **do not offer refunds** for:

- Store closures
- Legal changes that prevent product sale
- Damaged or opened items

How to Request a Buyback

Step 1: Contact Us

 Email orders@1836kratom.com with:

- Your original order number
- Description of the unsold inventory to be matched with original invoice.
- Confirmation that over 50% of order remains unsold (will be confirmed by referencing original invoice) and products were properly displayed

Step 2: Ship Your Products Back using your provided pre-paid shipping label and generated inventory sheet that will be emailed to you.

Return your unsold product to:



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Steding & Sons Mercantile

Attn: Returns

1501 Panther Loop #7A

Pflugerville, TX 78660

Step 3: Get Refunded

- Refund issued within 30 days after our receipt of your returned goods.

🙏 Final Notes

We're proud of the products we make and truly believe they'll become customer favorites when promoted properly. But if they don't — and you've made every reasonable effort — we're grateful for the chance to make it right.

Please let us know how we can help support your success. Thank you for giving us the opportunity to serve your store!

Note: If your customer is not satisfied with our products, please ask them to email orders@1836kratom.com to submit their concerns. We will do our best to make it right! We are always happy to exchange any products that have a legitimate defect and *always* seek to err on the side of generosity.



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Limitation of Liability

In no event shall *Steding & Sons Mercantile LLC*, nor any of its officers, directors and employees, be held liable for anything arising out of, or in any way connected with your use of this Website whether such liability is under contract. *Steding & Sons Mercantile*, including its officers, directors and employees shall not be held liable for any indirect, consequential or special liability arising out of or in any way related to your use of this Website or products purchased from www.1836kratom.com, www.stedingandsons.com (or any web addresses which point to the aforementioned websites). ***Steding & Sons Mercantile (1836 Kratom) and Steding & Sons Apothecary (DBA Steding & Sons Allied Forces) are in no way responsible or liable for customers ignoring Terms and Conditions or falsely agreeing to the Terms and Conditions in order to proceed with payment and shipping of their products to any address.***

Indemnification

You hereby indemnify to the fullest extent *Steding & Sons Mercantile (1836 Kratom)* and *Steding & Sons Apothecary (DBA Steding & Sons Allied Forces)* from and against any and/or all liabilities, costs, demands, causes of action, damages and expenses arising in any way related to your breach of any of the provisions of these Terms.

Sever-ability

If any provision of these Terms is found to be invalid under any applicable law, such provisions shall be deleted without affecting the remaining provisions herein.



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Variation of Terms

Steding & Sons Mercantile (1836 Kratom) and Steding & Sons Apothecary (DBA Steding & Sons Allied Forces) is permitted to revise these Terms at any time as it sees fit, and by using this Website you are expected to review these Terms on a regular basis.

Assignment

Steding & Sons Mercantile (1836 Kratom) and Steding & Sons Apothecary (DBA Steding & Sons Allied Forces) is allowed to assign, transfer, and subcontract its rights and/or obligations under these Terms without any notification. However, you are not allowed to assign, transfer, or subcontract any of your rights and/or obligations under these Terms.











Entire Agreement







These Terms constitute the entire agreement between *Steding & Sons Mercantile (1836 Kratom)* and *Steding & Sons Apothecary (DBA Steding & Sons Allied Forces)* and you in relation to your use of this Website, and supersede all prior agreements and understandings.

Governing Law and Jurisdiction

These Terms will be governed by and interpreted in accordance with the laws of the State of Texas and you submit to the non-exclusive jurisdiction of the state and federal courts located in these places for resolution of any disputes.

Thank You So Much! We Are Truly Grateful For Our Customers.

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