

ORDER AND RETURN POLICIES ONLINE SALES

PLACING AN ORDER

YOU CAN PLACE AN ORDER ONLINE AT INFO@WETHESTASH.COM. WE ACCEPT VISA, MASTERCARD, AND DISCOVER CREDIT CARD PAYMENTS.

COST OF SHIPPING

WE USE USPS FOR SHIPPING AND CHARGE A FLAT RATE OF \$7.00. ANY ORDER OVER \$50 INCLUDES FREE SHIPPING.

WHEN WILL MY ORDER SHIP?

GENERALLY, ALL PACKAGES ARE SHIPPED OUT VIA USPS WITHIN 48 HOURS AFTER PAYMENT HAS PROCESSED. OUR POLICY STATES TO ALLOW **2-4 DAYS FOR FULFILLMENT** WHICH IS IN PLACE TO GIVE OUR FULFILLMENT TEAM TIME TO PROCESS ALL ORDERS DURING PERIODS OF HIGHER VOLUME. ONCE YOUR PACKAGE HAS SHIPPED YOU WILL RECEIVE YOUR USPS TRACKING NUMBER VIA THE EMAIL ASSOCIATED WITH YOUR ORDER. PLEASE ALSO NOTE THAT YOUR SHIPPING TIME ESTIMATE (**5-7 DAYS**)

BEGINS **AFTER** YOUR ORDER HAS SHIPPED OUT OF OUR OFFICES. PLEASE NOTE THAT WE USUALLY CAN NOT SHIP ON THE WEEKENDS. ORDERS PLACED ON FRIDAY MAY NOT BE SHIPPED OUT UNTIL MONDAY.

MAKING CHANGES TO AN ORDER

UNFORTUNATELY, AFTER AN ORDER HAS BEEN PROCESSED, WE ARE UNABLE TO MAKE CHANGES TO IT. WE DO THIS TO AVOID ANY HIGHER PERCENTAGE OF ERRORS IN THE FULFILLMENT PROCESS, AS WE STRIVE TO PROVIDE THE HIGHEST QUALITY SERVICE FOR OUR CUSTOMERS. WE APPRECIATE YOUR UNDERSTANDING.

SHIPPING

EXPEDITED SHIPPING WE DO NOT OFFER EXPEDITED OR RUSH SHIPPING AT THIS TIME.

INTERNATIONAL SHIPPING WE DO NOT OFFER INTERNATIONAL SHIPPING. WE ALSO DO NOT SHIP TO GUAM, PUERTO RICO OR THE US VIRGIN ISLANDS AT THIS TIME.

MY TRANSACTION WAS DECLINED – WHAT DO I DO?

DO NOT WORRY! IF YOU ARE SEEING A 'FAILED' OR 'DECLINED' TRANSACTION ERROR MESSAGE, THERE ARE A FEW STEPS YOU CAN TAKE! PLEASE NOTE THAT CARD APPROVAL RATES ARE NOT 100% AND SOMETIMES CARDS DO GET DECLINED FOR REASONS NOT IN OUR OR YOUR CONTROL. IF AFTER FOLLOWING THESE STEPS YOU ARE STILL HAVING TROUBLE, PLEASE FEEL FREE TO CONTACT US OR:

- TRY CLEARING YOUR HISTORY
- TRY A DIFFERENT BROWSER
- TRY A DIFFERENT CARD (MASTER CARD AND VISA ARE THE MOST COMMONLY ACCEPTED)
- VERIFY THAT THE ZIP CODE ON YOUR CARD AND BILLING ADDRESS MATCH!

RETURN POLICY

ONLINE RETURN POLICY

UNOPENED AND UNUSED PRODUCT CAN BE RETURNED WITHIN IT 7 DAYS OF RECEIVING IT, PLEASE SEE OUR RETURNS PROCESS BELOW.THE CUSTOMER IS RESPONSIBLE FOR RETURN SHIPPING COSTS. IF YOU HAVE ANY QUESTIONS ABOUT WHETHER YOUR PRODUCT IS ELIGIBLE FOR RETURNS, PLEASE FEEL FREE TO EMAIL US.

PLEASE ALSO NOTE THAT WE DO NOT HAVE A MONEY BACK GUARANTEE, AS CBD DOES AFFECT EVERYONE DIFFERENTLY. WE ARE NOT ABLE TO ACCEPT BACK ANY PRODUCT THAT HAS BEEN OPENED OR USED.

RETURNS PROCESS:

EMAIL US AT INFO@WETHESTASH.COM ASAP TO ALERT US THAT YOU WILL BE RETURNING YOUR UNOPENED PRODUCT WITHIN THE 7-DAY TIME LIMIT AND TO REQUEST THE RETURN SHIPPING ADDRESS. ONCE YOU HAVE SHIPPED YOUR PRODUCT BACK TO US – PLEASE ALSO EMAIL THE TRACKING NUMBER TO INFO@WETHESTASH.COM SO WE CAN KEEP AN EYE OUT FOR IT. ONCE WE RECEIVE YOUR PACKAGE BACK AT OUR FACILITY AND CAN CONFIRM IT'S CONDITION, WE WILL THEN ISSUE A REFUND FOR THE UNOPENED PRODUCT AND EMAIL YOU A CONFIRMATION. PLEASE ALLOW 7-10 DAYS FOR THE REFUND TO POST TO YOUR STATEMENT.

IF YOU HAVE ANY QUESTIONS REGARDING OUR RETURN POLICY PLEASE EMAIL INFO@WETHESTASH.COM