



Return Authorization Guideline

Guideline

Products that may be returned to the Dispensary of Hope are limited to:

1. Products ordered in error
2. Products received in error
3. Damaged products or evidence of tampering

Any returns in the above categories must be made within 30 business days of receipt of the Dispensary of Hope shipment. Returns must be accompanied by a copy of the completed Shipping Manifest, including a Return Authorization Number provided the Dispensary of Hope (see procedures below).

Return Authorization Procedure: Products Ordered or Received in Error

- I. The customer contacts their Dispensary of Hope Account Manager to receive a Return Authorization Number (within 30 business days of order receipt) and a return shipping label.
- II. The Returns portion of the Shipping Manifest is completed with the following information:
 - a. Quantity Returned
 - b. Return Reason Code
 - c. Return Authorization Number (issued by Dispensary of Hope Account Manager)
 - d. Customer signature
- III. The customer should make a copy of the Shipping Manifest for their records.
- IV. The return product(s) and a copy of the completed Shipping Manifest are placed inside a box to be used for shipping.
- V. The return shipping label is applied to the outside of the box for return shipment to the Dispensary of Hope.
- VI. If the customer needs assistance with scheduling a pickup, their Dispensary of Hope Account Manager should be contacted for assistance.

Return Authorization Procedure: Damaged Products or Evidence of Tampering

If you receive an order that has been damaged during shipping, or if you suspect tampering may have occurred, please follow these steps:

- I. Contact your Dispensary of Hope Account Manager as soon as possible.
- II. Provide as much detail as possible (order number, date shipment arrived, damage, missing items, etc.) regarding the concern.
- III. Take pictures, if possible, and forward to your account manager.
- IV. Your Dispensary of Hope Account Manager will provide a Return Authorization Number (within 30 business days of order receipt) and a return shipping label.
- V. The Returns portion of the Shipping Manifest is completed with the following information:
 - a. Quantity Returned
 - b. Return Reason Code
 - c. Return Authorization Number (issued by Dispensary of Hope Account Manager)
 - d. Customer signature
- VI. The customer should make a copy of the Shipping Manifest for their records.
- VII. The return product(s) and a copy of the completed Shipping Manifest are placed inside a box to be used for shipping.
- VIII. The return shipping label is applied to the outside of the box for return shipment to the Dispensary of Hope.
- IX. If the customer needs assistance with scheduling a pickup, their Dispensary of Hope Account Manager should be contacted for assistance.