

Terms and Conditions

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You understand and agree that the limitations on liability set forth above apply to the foregoing.

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Payment methods

For online orders, we accept payment by Visa, Mastercard Paypal, Venmo If a payment is not successfully settled, due to invalid payment method, declined credit, expiration, insufficient funds or otherwise, we reserve the right to cancel your order. Orders are shipped only after receipt of full payment. For certain payment methods, you may be charged a processing fee, foreign exchange/translation fee (international orders) or other fees; you are solely responsible for the payment of all such fees. Check with your payment method service provider for details. *Dutch Hemp LLC (Dutch Hemp Company)*

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Promotion and Coupon Codes

Multiple coupon codes cannot be used simultaneously. When buying bulk volume through the website for special tiered discounts, **no** coupon code can be used.

Shipping & Delivery

We generally ship items within one or two business days of our receipt and acceptance of an order. If there is a delay affecting our ability to ship generally, we will attempt to conspicuously post that fact on this site.

We fill domestic orders using United States Postal Service Priority Mail and United Parcel Service, which generally results in delivery within two to three days. Requests for use of a courier service or for overnight shipping cannot be processed on this website; however, we generally can accommodate these requests if you place your order by phone at the telephone number first appearing above. *Dutch Hemp LLC (Dutch Hemp Company)* requires a signature at delivery for all orders with a value of \$250 or more.

Unless otherwise expressly agreed in writing, TIME IS NOT OF THE ESSENCE, and any delivery date requested or provided is an estimate only. *Dutch Hemp LLC (Dutch Hemp Company)* is not responsible for delays or for non-performance resulting from causes beyond its reasonable control, including without limitation laws, rules, regulations or acts of any government, embargoes, blockades, armed conflict, terrorism, labor disputes, delays of carriers or suppliers, shortages of material, accidents, fires, floods, weather conditions and any other acts of God.

Unless otherwise noted on this website, delivery of products is FCA (Incoterms (2010), the international rules for the interpretation of trade terms of the International Chamber of Commerce) *Dutch Hemp LLC (Dutch Hemp Company)* facility where the products you order are located at the time of shipment. This means that you will be charged for the cost of shipping, and title and risk of loss will pass to you upon

Dutch Hemp LLC (Dutch Hemp Company) delivery of the products you order to the U.S. postal service or courier service.

Returns/Refunds Policy

We understand that you may need to return a product. Should you feel the need to do so, you have 30 days from the date of purchase to initiate the process. Please contact us at [\(408\)-713-0832](tel:408-713-0832) or Support@dutchhempcompany.com and one of our Customer Care Representatives would be happy to assist you.

Limited to one return or exchange per customer. Only purchases up to \$110.00 qualify for a refund. We do not take returns based on taste. We typically process approved return/refund requests within 1-2 business days.

If your product was purchased through a *Dutch Hemp LLC (Dutch Hemp Company)* distributor or retailer, you will need to go back to your original purchase location for any return or exchange.

Lost Packages

If a package is lost after we ship it, which does occasionally occur, *Dutch Hemp LLC (Dutch Hemp Company)* will not be responsible if the tracking information lists the order as “delivered,” which means Fedex or the courier service delivered the product to the address specified. If the package is sent to an address other than the one you specified, upon return of the original package to *Dutch Hemp LLC (Dutch Hemp Company)*, *Dutch Hemp LLC (Dutch Hemp Company)* will reship the order. Please note that *Dutch Hemp LLC (Dutch Hemp Company)* is not responsible for errors of USPS or courier services, or if you provide or confirm an incorrect address. It, therefore, is very important that you ensure that the address you give to us is exactly correct, as any mistake could delay delivery and will entail extra expense to you. If you place an order by phone, we will read the delivery address (and other information you provide) aloud and repeat it to you, to help you be sure it is correct.

Product Defects & Damaged Packages

We allow three days from the date of delivery to notify us if there is any type of defect with a product or if the package it was in was damaged in transit. If we aren't notified of defects or damages within the three-day window, it is understood that the package and products were in good condition upon delivery.

For more info, please contact us at Support@dutchhempcompany.com