

# Returns

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Our policy for physical items lasts 30 days. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted (if applicable)  
Any physical item not in its original condition, is damaged or missing parts for reasons not due to our error

Any physical item that is returned more than 30 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [ggrosecbc@gmail.com](mailto:ggrosecbc@gmail.com).

Shipping

To return your product, you should mail your product to: Grace S. Grose, 1670 Aldous Street, South Hazelton, BC, V0J 2J1.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

If you are shipping items over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item

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