



PRODUCTS RETURN FORM Returned Materials Authorisation (RMA)

To ensure speed and accuracy while processing your returns, you must place this form inside with products, and ship by recorded post or tracked courier to: **HEMPTURE, Returns Department, 6a Abbey Street Upper, Dublin 1, Ireland.**

Your Name _____

RMA Number: _____

Obtain your RMA BY emailing hello@hempture.ie
Items returned without an RMA number will not be processed

Email Address _____

Your contact number _____

Reason for Return?

How would you like your refund applied? Refund to card or bank used for order Website Credit

List product being returned (please use back of sheet if more space is needed):*
The order numbers for each products **must be listed** and must correspond with the products purchased*

Order Number:	Item:	SKU:	Quantity:
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Additional items listed on reverse. *To access your order numbers visit www.Hempture.ie/my-account

RETURNS POLICY:

- Approval for the return must be received prior to the return of the shipment to the Company. This approval must be obtained in writing via email, and this actual return shipment **must** be accompanied by the RMA Number
- Products returned to the company without prior authorization (RMA Number) will not qualify for a product credit or refund and will be returned to the buyer at their own expense.
- Please see individual products for product warranties or trial period information.
- Qualifying items must be returned within 14 days of receiving your order unless otherwise agreed with your sales agent.
- We are proud of the quality of our products and as such, if you find that your products arrive with you in an unsatisfactory condition simply email us within 48 hours of receiving your package and we will find a suitable solution.
- Items accepted for return after 30 days of the sale date will be provided store credit or a replacement unless otherwise agreed.
- Distributors/Stockist: In all cases orders returned and are subject to a 10% restocking fee if after the 30 days.
- Items accepted after 30 may be refunded by bank transfer to avoid credit card fees.
- Items purchased with points or Hempcoins are non-refundable.
- Free products that are not returned, the cost of the free item will be deducted from the original amount to be refunded.
- Its not our policy to refund for ungerminated seeds in any circumstance.
- Returns are processed within 14 working days of receiving them.

For additional information, contact Hempture Customer Service via hello@hempture.ie