



NATURE'S MARKET RETURNS & EXCHANGES POLICY

We stand behind our products and want consumers and retailers to be 100% satisfied.

Nature's Market is the distributor for Kurvana. Nature's Market handles Kurvana returns and exchanges on a case-by-case basis with the ultimate objective of making our customers happy. What follows is a summary of our returns and exchanges process which should serve as a guide for all retailers, distributors, microbusinesses ("Operators") and customers that sell and purchase Kurvana products.

Operators

1. Nature's Market will gladly accept exchanges from operators for Eligible Defective Products that are deemed unusable due to manufacturer defect, which may include mislabeling, excessive leakage, misfire, or prior written approval by Nature's Market ("Eligible Defective Products").
2. Ineligible products will not be accepted.
3. Nature's Market has the right to refuse any returns or exchanges arising from Operators' own negligence or misconduct, including but not limited to, failure to sell product before exceeding the provided expiration date, improper storage, handling or display methods. Empty cartridges without signs of leakage or any defect caused by user error will not be considered eligible for replacement.
4. Although retailers may destroy defective manufactured cannabis products under section 5054 of the Bureau of Cannabis Control ("BCC") Regulations, Nature's Market has the right to refuse processing a credit or replacement product without proper documentation of a defect by retailer or failure by retailer to provide Nature's Market an opportunity to observe and replace the Eligible Defective Product. Proper documentation includes but is not limited to: video or photographs of the product in its original packaging, clearly demonstrating defect, and proof of proper destruction under the guidelines set forth in the BCC regulations.
5. We strongly recommend Operators to discourage consumers from further tampering with defective products, so Operators can perform a full and accurate assessment of the defect.

Consumers

1. If a retailer's returns or exchanges policy allows, consumers have 90 days to visit the retailer where they initially purchased Kurvana product to submit a return or exchange request of the product(s) in original packaging. The original packaging allows Kurvana to trace product to the batch and lot number.
2. Retailers inspect products and determine whether products are eligible for a return or exchange.
3. Retailers replace eligible defective products for consumers. No cash or check refund will be issued for returns or exchanges.
4. Retailer notifies Nature's Market of any returns or exchanges for Kurvana products.
5. Nature's Market picks up defective items from retailers and may apply a credit or process replacement products for eligible defective items on subsequent orders.
6. Nature's Market will replace defects with the same product line or a product of equal value.

We will do our best to treat every return or exchange request reasonably and fairly. Please email hello@kurvana.com or call us directly at **888-588-5873** should you have any questions or concerns.