



Return Policy

Applicable to products dispensed and / or sold to authorized patients and / or companions authorized by the Puerto Rico Department of Health.

A. Return for product quality defects. Returns related to defects in product quality, purchased directly from the Leafwell Dispensary, may be processed by Leafwell in accordance with the manufacturer's return policy.

B. Return Policy:

In compliance with the Puerto Rico Department of Health and due to the health of our patients, any sale of medication and / or accessory is final, has no change, or refund. Oil cartridges have up to 2 hours from purchase for any claim with Leafwell dispensary under the following conditions;

1. Cartridge cannot be altered and packaging must be in optimal condition.
2. Cartridge has mechanical and / or electronic damage.
3. Cartridge containing less than 90% of the product is not accepted.
4. The cartridges should not be exposed to sunlight or high temperature.

If these conditions are met, only the cartridge will be exchanged for it. After 2 hours the claim of the cartridge is with the manufacturer of the product. Accessories will have a return term of seven (7) working days from their purchase, the guarantee of said products is that established by the manufacturer of the product and it is the manufacturer who will honor said guarantee. The product must be returned to the Leafwell where it was purchased. Only returns with purchase receipt will be accepted.

C. Product Return Request ("recall") by manufacturer or growers. Any product that, for reasons of "recall", have been requested by the manufacturer or grower must be returned as requested and will be processed according to their instructions.

D. Returns by Authorized Patients and / or Authorized Companions. All returns must be documented and the reason for the return must be stated. You must comply with the following:

- a) The product must have been dispensed by Leafwell.
- b) Only oil cartridges for vaporization will be accepted for return.
- c) The product must be returned in its original packaging with intact labeling and legible information.
- d) Products in partial quantities will only be accepted if they are returned in their original packaging. All returns will be purchased with the same amount dispensed and the authorized dose of supply.
- e) and. All returned products will be disposed of in accordance with applicable regulations.
- f) All returned products are subject to the terms or conditions set forth herein and to valuation based on the discretion of Leafwell.

E. Replacement or Credit. Any product accepted for return will be replaced by one of the same type, depending on its availability. If not available, credit will

be given to the patient. The credit must be used at the time of return.

F. Products NOT eligible for changes. The following products are not eligible for replacement or credit:

- a) Products whose original label is illegible or that are outside its original container.
- b) Products identified as non-returnable; cannabis in its natural state, concentrated edible and inedible infused products, among others.
- c) Products returned by unauthorized persons.
- d) Products damaged due to improper storage.
- e) Products that have been adulterated, repackaged, diverted or whose label has been changed or modified, as determined by Leafwell.
- f) Products purchased for clinical studies or research.
- g) Products damaged or unusable due to mishandling by the patient or authorized companion.
- h) Any product that at Leafwell's discretion cannot be returned for security reasons.

G. Return Information

Leafwell will record the following information in the patient's record:

1. Purchase Number
2. Evidence of payment
3. Description of the returned product
4. Amount returned
5. Lot Number
6. Expiration Date
7. Information on THC / CBD
8. Reason for return

ACKNOWLEDGMENT OF RECEIPT OF THIS RETURN POLICY

Name _____

Signature _____

Date _____