REFUND & SHIPPING POLICY

Returns:

Unfortunately digital products are ineligible for refunds/returns. **All digital product/serves sales are final.** For special cases refunds will only be acceptable for Web development digital services if our team fails to deliver your digital service/product. This is a rare case and if we have failed to deliver your order before the 30 day mark from your initial purchase date you will eligible for a 50% refund on your custom digital service. HUP team will review your refund request and respond to your request within 48hrs of request. Digital product must also be in original format.

To complete your refund, we require a receipt or proof of purchase. Please contact a HUP representative before filing a chargeback with your bank.

Refunds:

(if applicable)

Once the physical product 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. All Sales are final, we do not offer refunds on any digital products or services.

Exchanges

(if applicable)

We will only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@HempUsPlease.com and send your item to: 3618 NE 2nd Ave Miami FL United States 33137.

ShippingOur products are shipped using the following carriers: USPS FedEx UPS Epacket. To return your product, you should mail your product to:3618 NE 2nd Ave, Miami FL United States 33137. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over $50, you should consider using a trackable shipping service or purchasing shipping insurance. We don’t guarantee that we will receive your returned item.