



Return Policy

Standard Return Policy for all Customers

This document shares the return rules and requirements for all Green Thumb Industries LLC (GTI) and its subsidiaries' CPG return requests. Reasons for return may include delivery discrepancies, credit requests due to billing questions, consumer/patient return requests, and Serious Adverse Event reporting.

For market-specific details, please contact your sales team.

Receipt of Goods

- Buyer shall inspect all Products upon delivery and notify Green Thumb Industries, LLC (GTI) and its subsidiaries of any issue with any Product within state's regulatory guidelines, but no later than twenty-four (24) hours.
 - Any items rejected at the time of delivery or post-delivery will require an authorization from the GTI Cultivation and Fulfillment team and a Return to Vendor request in the seed-to-sale system (otherwise known as a virtual transfer) based on your state's regulatory guidelines.
 - Once the product return is confirmed as received by our order fulfillment team, a credit will be issued, or a revised manifest and invoice will be sent within 2 business days.
 - GTI will review any charge disputes (quantities, products, or dollar amounts) up to 60 days after the delivery.
- The product being prepared for transfer must match the type and quantity of cannabis on the Return Manifest submitted 24 hours before our driver's arrival.
- Products not produced by GTI or matching the manifest's type and quantity are subject to denial of return pick-up.
- Returns via third-party transportation services can be approved on a case-by-case basis and only if this option is approved by your state's regulatory authority.
- We do not accept returns on ancillary devices – please encourage consumers/patients to register the devices for warranty where applicable.
- Return requests due to product expiration date must be approved by sales before submission and processing.
- No more than 25 line items may be on a Return Manifest.
 - NOTE: If the return exceeds 25 line items, please contact your GTI Sales Executive to arrange a scheduled pickup or split into multiple returns.
- CPG, Driver, and vehicle information is available within our manifest or on demand through your sales contact. Please confirm your paperwork has the correct information 24 hours before the scheduled delivery
- Contact your sales executive for contact information for your Return To Vendor paperwork

Consumer/Patient Return Policy

- Consumers/Patients do not need to contact GTI to resolve exchanges or returns.
- The dispensary has discretion on all GTI products being returned to offer the consumers/patients an immediate resolution.

Consumer/Patient Return Policy (cont.)

- Stores may submit a claim for credit without sending physical product returns to our facility.
 - A Credit Request Form must be completed for each unique product request to receive credit for consumer/patient returns.
 - Credits will not be issued without a completed form.
 - All fields in the form must be completed.
 - Please note that all returns being submitted into the GTI Credit Request Form must be submitted within 90 days of receiving the consumer/patient return.
 - To submit a credit request, please visit **gtigrows.com/dispensaryreturns**.
 - IMPORTANT: This webpage is not intended for consumers/patients.
 - NOTE: This form should also be used to report Serious Adverse Events.
- Products will not be accepted at GTI's CPG location as returns if they are not properly manifested.
- Only products in original packaging with the seed-to-sale label intact can be sent back to our facility for disposal at any time, regardless of credit requested, unless prior approval is received.
- Consumers/Patients with questions and general product feedback should be directed to customerservice@gtigrows.com

Serious Adverse Events

- Severe Adverse Event (SAE) - a serious experience associated with the use of cannabis (marijuana) where the outcome was death, life-threatening, hospitalization, disability, or permanent damage, congenital anomaly/birth defect; required intervention to prevent permanent impairment or damage, or any other important medical event.
 - Examples of an important medical event include allergic bronchospasm or convulsions/seizures requiring intensive treatment in an emergency room or at home
- If an SAE has occurred complete the web form found on the GTI Return Link– then complete and upload the SAE Report Form.
 - A Credit Request Form must be completed for each unique product request to receive credit for consumer/patient returns.
 - Credits will not be issued without a completed form.
 - All fields in the form must be completed.
 - Please note that all returns being submitted into the GTI Credit Request Form must be submitted within 90 days of receiving the consumer/patient return.
 - To submit a credit request, please visit **gtigrows.com/dispensaryreturns**.
- NOTE: A link to the required form will appear below when SAE is chosen.
- Consumers/Patients with questions and general product feedback should be directed to **customerservice@gtigrows.com**