

Product Return Policy

All customers and patients are encouraged to contact the ohioinfo@shopbotanist.com email regarding return inquiries for fastest service. However, guests are welcome to return to the store where they originally completed their purchase to process the return in-person if preferred but may incur longer wait times.

- Guests must be able to provide the original product label, dispensary receipt, and purchased item itself to be eligible for a return
- Purchase must have been within the last 14 days
- Mandatory or Voluntary recall
- Product that does not match the item stated on the purchase receipt
- The product is deemed “defective” per DCC
- Product was mislabeled by a cultivator or processor

Allowable Accessory Returns

- Defective devices \$20 and under can be exchanged for a new device (the same device). EX: AVD Seed, Silo, C-Cell Luster, Airopo
- Defective devices over \$20, we cannot do an exchange and must contact the manufacturer.

