

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 also welcome to return to the store where they originally completed their purchase to process the return in-person if it meets any of the following criteria.

- 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 30 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, Luster, Airo battery
- We cannot exchange defective devices over \$20. Guests must contact the manufacturer for a return/refund.

