

## **Shipping & Returns Policy**

**The Cannasseur**

**Last updated:** [Insert Date]

### **Shipping Policy**

#### **Order Processing**

All orders are processed within 1–3 business days (excluding weekends and UK public holidays). Once your order has been dispatched, you will receive a confirmation email with tracking details where available.

#### **Shipping Locations**

We currently ship within the United Kingdom. International shipping may be introduced in the future.

#### **Delivery Times**

Standard UK Delivery: 2–5 business days

Express Delivery (if available): 1–2 business days

#### **Shipping Costs**

Shipping costs are calculated at checkout and displayed before purchase.

#### **Missed or Delayed Deliveries**

Please ensure your delivery details are correct. If your order has not arrived within the expected timeframe, contact us at [CannasseurUK@outlook.com](mailto:CannasseurUK@outlook.com).

### **Returns & Refunds Policy**

#### **Returns Eligibility**

You may return eligible items within 14 days of receiving your order. Items must be unused, in original condition, and in original packaging.

#### **Non-Returnable Items**

Used items, items showing signs of wear, and hygiene-sensitive products cannot be returned.

Custom or personalised items are non-refundable unless faulty.

#### **Refunds**

Approved refunds will be issued to the original payment method within 5–10 business days. Original shipping costs are non-refundable unless the item is faulty or incorrect.

#### **Exchanges**

We do not offer direct exchanges. Please return the item and place a new order.

#### **Faulty or Incorrect Items**

If your item is faulty or incorrect, contact us within 48 hours at [CannasseurUK@outlook.com](mailto:CannasseurUK@outlook.com) with your order number and photos.

**Return Shipping**

Customers are responsible for return shipping unless the item is faulty or incorrect. We recommend tracked delivery.

**Contact Us**

Email: CannasseurUK@outlook.com