

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.

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 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