



Return & Exchange Policy

Thank you so much for your business, we are truly grateful! At *Steding & Sons Mercantile*, we take immense pride in providing our stores with products that customers will love and return for. We understand that certain products sell better in certain stores, and we want to support your ability to best serve your customers. We encourage all of our stores to stock their shelves in the *First In First Out* system, so that your store is able to make the most of each purchase and ensure that customers get fresh products!

Product Exchange:

A product may be exchanged for another product of equal value (or credit reflecting the tier at which the item was purchased) for any reason, within 30 days of the date of purchase. If the product was sent in error, we will gladly pay for shipping. If the retailer changed their mind, shipping will be the retailer's responsibility but we are happy to switch it out!

Old Product Replacement:

**Note, that kratom is not "expired" after one year, but retains it's alkaloid count and desired properties for many years as long as it is kept sealed in our packaging. See "STABILITY STUDIES" labs on our website - <https://www.1836kratom.com/lab-tested>.*

We understand that customers want fresh kratom and we *always* want customers to be happy, which is why we strongly encourage retailers to ensure that all employees are trained on the *First In First Out* system. Sometimes, some things just don't sell as well as others and sit on the shelf a long time, so we are happy to replace them!

If a store wishes to replace items, after the DOP exceeds one year, we will gladly replace any items that have not been reordered since the old items were delivered. We will provide similar items, items of equal value or credit in the amount of the item's current value, according to the tier of the customer's next order.

If a customer wishes to return an aged item that *has* been re-ordered since that time, we will gratefully offer a 50% credit of the item's current value, at the customer's current tier, on their next order upon receipt of the discarded item.

Please note: Items over two years old are no longer eligible for replacement or return.

Refunds: We do not offer refunds, with the exception of a store's first order. This policy is outlined in our new customer "Buyback Guarantee." If items do not sell, after 60 days, a store may return them for a refund within the next 60 days. Product must be returned to our factory, and we will refund the cost of each item returned.