



Gluu Return Policy

Gluu strives to take the hassle out of returns for both Vendor Partners and Gluu Members. We offer our Gluu Members a consistent return policy for all of our Vendor Partners. Gluu's Member Services team will handle Gluu Member interactions and servicing such as returns and refund payments.

Returns are only accepted if the products are defective or damaged as a result of shipping. The merchandise returned must be in the original packaging and free of all customer markings and tags. All returns **MUST** have a Return Merchandise Authorization (RMA). Unauthorized returns will not be accepted. All Returns are subject to a 15% restocking fee and the Gluu member must pay for the shipping costs. Items discontinued by The Gluu or the manufacturers are not returnable and no credit will be issued.

The money refunded for the return will be credited to the member's GLUU wallet account minus a 15% restocking fee and the costs for shipping.

1. Gluu Member Return and Refund Requirements

In general, Gluu Members have the right to request returns of items for up to 7 days after the initial delivery date (Unless otherwise specified). Gluu Members may be provided the option during the shopping experience of waiving the right to return products.

Returned items must meet the following requirements:

- The item is not on the list of Non-Returnable Products and Product Categories.
- The item must still be new, and sealed in the original packaging and with the original tags still attached.
- The item must be unused and in the same original condition that you received it. It must also be in the original packaging.
- 15 days (after the initial delivery date) return policy for most of the items on the Gluu unless otherwise specified.
 - We will offer a 7 day (after the initial delivery date) return policy on the following items:
 - All Glass water pipes, bubblers, oil rigs and Glass items.



- All Detox products.
- E liquids and pre-filled cartridges.
- Cultivation products.
 - Plant nutrients, pesticides, herbicides, etc.
- Damaged, defective, and incorrect items delivered to Gluu Members may be returned.
 - If the ordered items arrive damaged or defective to the Gluu member, the Gluu member must notify Gluu Customer Service within 2 days of delivery. The Gluu will not accept damaged goods after the 2-day period.
- Missing items must be claimed within 2 days upon delivery.
- The Gluu member will be charged for shipping cost.
- All returns must have an RMA number. Items without an RMA number will be returned to the sender.
- There will be a 15% restocking fee
- You should expect to receive a refund within 4 weeks of giving your package to the return shipper, however, in many cases you will receive a refund a lot quicker. This time period includes the transit time for us to receive your return from the shipper.

At this time Gluu does not process exchanges, only returns, replacements and refunds. In order to ensure this return policy is not abused by Gluu Members, the Gluu Member Services team will monitor behavior and address any issues of policy abuse. Gluu will review and determine when Gluu Member accounts associated with abuse will be inactivated.

2. The Returns Process

The Gluu member requires a return on a certain item and calls into the Gluu Customer Service to request a Return Merchandise Authorization (RMA) number. The Gluu will send them the RMA number and shipping label. The Gluu members mails the items out. The Gluu receives the returned items and verifies that the items are unused and still in original packaging. The Gluu Customer Service will then credit the Gluu member's retail wallet account for the refund minus the 15% restocking fee and shipping cost.

3. Non-Returnable Products and Product Categories

Select sets of items on the Gluu Platform are not eligible for Gluu Member return. These items include but are not limited to:



- Software
- Hazardous items
- Health and personal care items
- Discontinued items. Items discontinued by Gluu or manufacture.

All items that are not eligible for return are indicated to Gluu Members on the Gluu Platform.