

Return Policy

Effective as of June 01, 2021

We offer a 30 day return policy. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. If you find any part of the return and refund policy confusing, please feel free to [contact us](#) .

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to us prior to contacting us and obtaining a Return Merchandise Authorization (RMA) Number from us via email.

If the product has been opened or is in some other unsalable condition, you may make a return or request a refund under these two limited circumstances: (if applicable)

- If the product was damaged upon receipt, email a picture to poppfarm@yahoo.com and we will promptly send out a replacement order after verifying the damage
- If the purchaser did not like the effects of the product and more than 3/4th's of it remains, they may obtain request an RMA number and then mail the product back to us, upon receipt and approved inspection a refund will be granted.
 - We will not resell or reuse the product in any way. Unfortunately we offered a no questions asked refund for several months and it was abused by those looking for free samples.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 3-7 business days depending upon the merchant processor and your bank or credit card company.

For products damaged prior to delivery, we only require a photo of the damaged and unusable product in place of a formal mailed return.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at poppfarm@yahoo.com

Sale items (if applicable)

You may return items purchased at a sale price or discounted with a [coupon](#). You will be refunded only the amount you spent at the time of purchase on products not at the rate displayed on our website.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at poppfarm@yahoo.com including photographs of the damaged item in question. If approved, a replacement will be sent, and no return is necessary. Please note, damage to a box does not constitute damage to the item. The damage or defect must effect the jar or bottle in a way as to make the product unusable.

Shipping

After receiving an RMA Number, to return your product, mail the product to: Popp's Farm, LLC
596 Sport Hill Road Easton, CT 06612

You will be responsible for paying for your own shipping costs for returning your item. As we do not charge shipping, there is no shipping to be refunded.

Depending on where you live, the time it may take for your products to arrive at their destinations, may vary.

If you are shipping an item(s) over \$75, you should consider using a traceable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.