

Return and Refund Policy

FRX and Queen City Cannabis (QCC) Dispensaries

At FRX and QCC Dispensaries, we strive to make your experience as seamless as possible. If you're unsure about how to use a product or encounter any issues, don't hesitate to reach out—we're here to help!

Eligible Reasons for Returns

We accept returns for products that meet the following criteria:

- Defective Products:
 - Moldy
 - Leaking
 - Damaged (not due to user error)
 - Not functioning as intended
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Refunds Will Not Be Offered If:

- The product has been used or damaged due to user error.
 - The product is a flower (customers will be directed to the vendor).
 - The issue arises from mistaken expectations or user error that has been resolved.
 - The product is not in its original packaging or is missing the original label.
 - The purchase was made more than 30 days ago.
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Handling Adverse Events

If you experience an adverse event related to a product, let us know immediately. Our team will document your experience and provide any necessary support.

What Happens to Returned Products

- Returned Items: All returned items are destroyed following regulatory guidelines to ensure compliance and safety.
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Our Commitment to You

We are dedicated to creating a customer-friendly, compliant, and safe process:

- No Cost: There is no charge for disposing of unwanted, defective, or returned products.
- Responsible Disposal: All returned items are destroyed following regulatory guidelines to ensure compliance and safety.

Thank you for choosing FRX and QCC Dispensaries!

If you have questions or concerns about a product, please don't hesitate to reach out to us!