

# Replacement Policy

Effective Date: July 1, 2024

## 1. Introduction

At HGH Grow, customer satisfaction is our top priority. We strive to ensure that all prescription medications are delivered accurately and in optimal condition. This Replacement Policy outlines the conditions under which a replacement may be requested and the process for doing so.

## 2. Conditions for Replacement

We will replace your prescription medications under the following circumstances:

### 2.1 Damaged or Defective Products\*\*

If the medication or product you receive is damaged or defective, you are eligible for a replacement.

### 2.2 Incorrect Medications

If you receive the wrong medication or product due to our error, we will replace it with the correct medication.

### 2.3 Missing Items

If your order is incomplete and certain items are missing, we will send the missing items at no additional cost.

## 3. Reporting Issues

To request a replacement, please contact our customer service team within **2** days of receiving your order. You can reach us via:

- Email: [info@HGH-Grow.com](mailto:info@HGH-Grow.com)

When contacting us, please provide the following information:

- Your name and contact information
- Order number
- Description of the issue (e.g., damaged product, incorrect medication)
- Photos of the damaged or incorrect items, if applicable

## 4. Replacement Process

### 4.1 Verification

Upon receiving your request, our customer service team will verify the issue and may ask for additional information or photos to support your claim.

#### 4.2 Approval

Once the issue is verified, we will approve your replacement request. We aim to process replacement requests within 3 business days.

#### 4.3 Shipping

After approval, we will ship the replacement medication to you as soon as possible. You will receive a confirmation email with the tracking details once the replacement has been dispatched.

### 5. Exceptions and Limitations

#### 5.1 Prescription Requirements

Replacement medications will only be issued if we have a valid prescription on file. If your prescription has expired or if we require a new prescription, we will contact you to obtain the necessary documentation before processing the replacement.

#### 5.2 Non-Returnable Items

Due to health and safety regulations, we do not accept returns of prescription medications. Instead, we will replace the item according to the conditions outlined above.

#### 5.3 Reporting Window

Replacement requests must be made within 7 days of receiving your order. Requests made after this period may not be eligible for replacement.

### 6. Contact Us

If you have any questions or need further assistance regarding our Replacement Policy, please contact us:

HGH Grow  
info@hgh-grow.com  
+1 8326304267  
+1 7722845504

### Acknowledgement

By using our services, you acknowledge that you have read and understand this Replacement Policy and agree to its terms.