

# Cancellation/Refund Policy

## **Missing/Damaged Items**

If you receive damaged items or do not receive the proper items, contact us at [blueleaf.nj@veinternational.org](mailto:blueleaf.nj@veinternational.org) within 20 days of receiving the product. Please attach any images and identify the damaged product, as it will help us ensure that the error is addressed and correctly replaced. Please do not mail us the damaged item.

## **Canceling a Subscription**

You can cancel your monthly subscription at any time. The cancelation will go into effect the month after; for example, if you canceled in September, you would still receive the September box but will not be charged for or receive the October box. The same applies to our seasonal subscription (e.g. canceling in Fall will result in you receiving the Fall box and not being charged for the Winter package).

In order to cancel a subscription:

1. Visit our website, <https://www.veiblueleafco.com>
2. Navigate to the Store tab in the top right corner of the page, under the header.
3. Scroll all the way down to the bottom of the page and click the button labelled “Cancel a Subscription”.
4. Fill out the prompted questions and press “Unsubscribe”.

Your subscription will be canceled promptly after completing the form.

If unable to use the website unsubscribe button:

1. Email us at [blueleaf.nj@veinternational.org](mailto:blueleaf.nj@veinternational.org) with the subject line “UNSUBSCRIBE”.
2. Include in the email your account number and the name of the plan you would like to cancel (e.g. the Seasonal Plan or the Monthly Plan).
3. Send the email and wait for us to process it.

Your subscription will be canceled promptly after.

# Supplier Policy

We ensure every supplier that we purchase from have adhered to our values of being eco-friendly and ethical. This means all the companies we purchase from:

- Use sustainably sourced, non-toxic ingredients
- Sell cruelty-free products
- Ship in biodegradable packaging
- Produce high-quality products at a reasonable price
- Attempt to take a proactive approach towards environmental issues through methods such as conserving resources, minimizing waste, and controlling the use of toxic chemicals
- Respect human rights when creating their product
- Comply with all applicable trade and commercial laws