

CLAIM & RETURN POLICY



Updated October 28, 2024

Return and Exchange Instructions

For all returns and exchanges, submit a completed [LCW Claim and Return Form](#), along with all additional required documents, to sales@leftcoastwholesale.com. Failure to submit the required documents will be denied a refund or exchange. Once all required documents are received by Left Coast Wholesale (LCW), your Sales Rep. will communicate the next steps for what is approved for returns/exchange, and keep you updated on the progress of your claim case. Additional brand specific requirements and restrictions may apply, please make sure to review the brand specific details section below.

Be sure to include photos of damaged products, damaged boxes or shipment as well as any defective or expired products.

For returns, make sure to use appropriate packaging to ship the items safely back to LCW. Any items not packaged correctly and/or damaged on the return trip will not be accepted or covered by LCW. The customer is responsible for all shipping fees on returns unless otherwise specified. Do not return any items that have not been approved by LCW on your Claim and Return Form. Always include the approved Claim and Return Form with your return items.

Damaged Items during shipment to customer

LTL / Pallet Order Damages

If the shipment arrived largely damaged to the customer address, the customer should take photo documentation of the damaged pallet and refuse the shipment upon receipt and return to Left Coast Wholesale. Please contact your Sales Rep. **immediately** to communicate the refused shipment and completely describe the damages.

If the LTL/pallet is only partially damaged, make a notation on the delivery receipt that accurately describes the damage and take photo documentation of the damage to the pallet, boxes or product. Failure to note damage at the time of the delivery on the delivery receipt will result in a loss of recourse against the delivery company and will not be covered by Left Coast Wholesale. Reach out to your Sales Rep. within 48 hours with the completed Claim and Return Form, copy of the delivery receipt with the noted damages, and photos of the damage.

If damages are only detected after the pallet has been received and broken down, note the damage on the delivery receipt and reach out to your Sales Rep. on the same day with the completed Claim and Return Form with the following information:

- Pictures detailing the damage and written description of the damage
- Tracking Number/ BOL for damaged pallet
- Contact phone number and email address. Customer contact may be contacted by the carrier for further information
- A Copy of the signed Delivery Receipt / BOL for freight delivery
- Sales Order Number

Small Parcel Damages

If individual boxes shipped via UPS/FedEx arrive damaged, reach out to your Sales Rep. with the completed Claim and Return Form and additional required documentation:

- Photo of the damaged outer box with the tracking label
- Photo of the damaged product
- Photo of the damaged product inside of the box
- Written description of the damage
- Tracking Number of the damaged packages

Left Coast Wholesale cannot offer refunds or replacements for items that are damaged during transit that were ordered out of case quantity.

Retain the damaged item, including all damaged boxes and packaging, until the claim is complete or as advised by Left Coast Wholesale. Failure to do so will result in the refusal of your RMA case and no exchange or refund will be provided. LCW will start a claim with the carrier and will update you with the next steps. LCW may request for you to send back the damaged items for inspection or repair, of which we will request that you provide us with the dimensions and weight of the return packages on the Claim and Return Form.

Incorrect Shipment / Shortage

LTL / Pallet Incorrect Shipment

If your shipment does not match your order or your invoice, make a notation on the delivery receipt for items received as well as items missing and reach out to your Sales Rep. with the completed Claim and Return Form within 48 hours. Failure to note errors on the delivery receipt / BOL at the time of delivery will result in the refusal of the claim case and no refund or credit will be provided.

Small Parcel Incorrect Shipment

If your shipment does not match your order or your invoice, reach out to your Sales Rep. with the completed Claim and Return Form within 48 hours with detailed information on items that are missing.

Incorrect Items

Reach out to your Sales Rep. with the completed Claim and Return Form with the detailed information within 48 hours of receiving your order. Retain the items shipped incorrectly, including packaging. LCW may request for you to send back the incorrect items, of which we will request that you provide us with the dimensions and weight of the return packages on the Claim and Return Form.

LCW will send the missing items as soon as all completed information has been provided.

Overstock / Clearance / While Supplies Last Items

Products with reduced prices, marked as Clearance or While Supplies Last are final sale. All items denoted as final sale are not eligible for return or exchange and are void of all manufacturer warranties.

Left Coast Wholesale Accepted Returns

LCW accepts customer initiated returns within 1 year of the purchase date for:

- Products unused and in its original packaging; and
- Products not discontinued / Clearance / marked as final sale, damaged, expired, or unable to be restocked/resold.
- A completed Claim and Return Form is submitted and accepted.

LCW will assess each item upon receipt and reserves the right to refuse any returned product that does not meet these guidelines. If ever unclear on a product's returns/exchanges policy, please reach out to your Sales Rep. for assistance.

Restocking Fee

A minimum 10% restocking fee will be applied to undamaged returns. Refunds will be given in the form of a product credit and no money will be issued. Items damaged during return transit will not be considered eligible for exchanges or credits.

Ineligible items

Products in the following categories are ineligible for exchange or returns:

- Nutrients & Supplements

- Pesticides
- Growing Media
- Custom-made Products: Greenhouse Poly and GeoPlanters

Brand Specific Additional Requirements and Restrictions

Some products have Brand specific additional restrictions. Please read through the list below to ensure eligibility for an exchange or return.

Far West Fungi

Due to the perishable nature of pre-inoculated colonized blocks, we cannot accept any returns or exchanges on these products. All sales are final.

North Spore

The customer is responsible for inspecting all products for mold and contamination on the day they receive their order. Substrates and grain products should be stored in a cool, dark location, away from direct sunlight or heat. Products mishandled during storage are not eligible for replacement under the company policy. Once products are sold from the retail store, the option for replacements is no longer available. We encourage the customer to inspect for mold and contamination at the point of purchase and prior to leaving the retail store.

Mold / Contamination

Note that most North Spore products only have a printed Manufacture Date. Unused and unopened products are guaranteed free of mold and contamination up to 180 days from the printed Manufacture Date or prior to their Expiry Date if applicable. Please make sure to take photos of the mold/contamination, the package, and the Manufacture and/or Expiry Date printed on the label. Retain the item and reach out to your Sales Rep. on the date of discovery with photos and completed Claim and Return Form. LCW may request that the contaminated items be sent back for inspection. In case this is necessary, please include the dimensions and weight of the return packages on the Claim and Return Form.

Max Yield Bins

The customer is responsible for checking for damages, missing pieces, and quantity received at the time of the delivery.

Shipping Damages

If the product is damaged due to shipping, retain the item and reach out to your Sales Rep. within 48 hours with the photos and completed Claim and Return Form and additional required documentation. LCW may request you to send back the damaged items for

inspection, of which we will request that you provide us with the dimensions and weight of the return packages on the Claim and Return Form.

Missing Components / Manufacture Defects

If the product is missing components or there is a manufacture defect, not as a result of shipping damage (ie. there is no visible damage to the products and its box when the item was delivered), make sure to take photos of the products and areas that are missing components. Reach out to your Sales Rep. with a completed Claim and Return Form, photos and clear details of the missing components or manufacturing defects.

Retain the item and its packaging. LCW may request for you to send back the items for inspection and repairs, of which we will request that you provide us with the dimensions and weight of the return packages on the Claim and Return Form.

MushroomSupplies.com

The customer is responsible for inspecting all products for mold and contamination on the day they receive their order. Substrates and grain products should be stored in a cool, dark location, away from direct sunlight or heat. Products mishandled during storage are not eligible for replacement under the company policy. Once products are sold and left the retail store, the option for replacements is no longer available. We encourage the customer to inspect for mold and contamination at the point of purchase and prior to leaving the retail store.

Mold / Contamination

Note that MushroomSupplies products only have a printed Manufacture Date. Unused and unopened products are guaranteed of mold and contamination up to 180 days from the printed Manufacture Date. Make sure to have photos of the mold, the package, and the label of Manufacture Date. Retain the item and report the contamination to your Sales Rep. at the time of discovery. Include the photos and completed Claim and Return Form. LCW may request for you to send back the contaminated items for inspection, of which we will request that you provide us with the dimensions and weight of the return packages on the Claim and Return Form.

Redwood Mushroom Supply Live Cultures

Due to the delicate nature of live cultures, we cannot accept any returns or exchanges on these products. All sales are final.

Royal Gold Soil

Starting January 1st , 2022, Royal Gold will begin charging a logistics fee of \$75 per truckload for all freight that is arranged by Royal Gold. A \$100 restocking fee will be

applied to revised, changed, or canceled orders once they're "fulfilled". Once an order has been picked up, no changes and/or cancellations can be made. All orders shipped directly from Royal Gold will need to be placed in 10 pallet minimums (MOQ). Orders below the MOQ quantity must be approved by Royal Gold prior to order confirmation. Any damages to bags or totes shipped LTL (less than 18 to 22 pallets) cannot be credited or replaced.

Silly Myco Manure Based Substrate

The customer is responsible for inspecting all products for mold and contamination on the day they receive their order. Substrates and grain products should be stored in a cool, dark location, away from direct sunlight or heat. Products mishandled during storage are not eligible for replacement under the company policy. Once products are sold from the retail store, the option for replacements is no longer available. We encourage the customer to inspect for mold and contamination at the point of purchase and prior to leaving the retail store.

Mold / Contamination

Note that most Silly Myco Manure Based Substrates will only have a printed Manufacture Date. Unused and unopened products are guaranteed free of mold and contamination up to 90 days from the printed Manufacture Date. Please make sure to take photos of the mold/contamination, the package, and the Manufacture Date printed on the bag. Retain the item and reach out to your Sales Rep. on the date of discovery, including the photos and completed Claim and Return Form. LCW may request that the contaminated items be sent back for inspection. In case this is necessary, please include the dimensions and weight of the return packages on the Claim and Return Form.

Spawn Magic

The customer is responsible for inspecting all products for mold and contamination on the day they receive their order. Substrates and grain products should be stored in a cool, dark location, away from direct sunlight or heat. Products mishandled during storage are not eligible for replacement under the company policy. Once products are sold and left the retail store, the option for replacements is no longer available. We encourage the customer to inspect for mold and contamination at the point of purchase and prior to leaving the retail store.

Mold / Contamination

Retain the item and reach out to your Sales Rep. on the date of discovery with photos and completed Claim and Return Form.

Photos or videos of the units help Spawn Magic identify issues and improve their products (ie: type of contamination, where it is in the bag at the patch vs. corner, etc). If multiple

units are defective or damaged, a single group photo is required. Please note that the seal on the unicorn bag cannot be broken.

Hold onto your contaminated products until you are given direction to either return the units or destroy them on site.

If you are directed to send back the damaged items for inspection, we will request that you provide us with the dimensions and weight of the return packages on the Claim and Return Form.

Replacement items may take up to 14 days to be shipped.