

# Chapo Extrax LLC Return Policy

At Chapo Extrax LLC, we are committed to providing our customers with high-quality products and services. To ensure transparency and consistency, the following policy governs all return and exchange requests:

## 1. General Policy

- All sales are final for all products sold by Chapo Extrax LLC.
- All requests for a return or exchange will be reviewed by Chapo Extrax LLC and are subject to the sole discretion of the Chapo Extrax LLC Team.
- A credit note may be issued for qualifying orders; issuance of a credit note is not guaranteed and remains solely at the discretion of Chapo Extrax LLC.

## 2. Eligibility for Credit Notes

- Requests must be submitted in writing within 30 days of delivery of the order.
- Only products that are unopened, unused, and undamaged are eligible for consideration.
- Credit notes, if granted, may only be applied toward future purchases with Chapo Extrax LLC.

## 3. Non-Returnable Items

- Opened, used, or damaged products are not eligible for a credit note.
- Shipping delays or discrepancies do not qualify for a credit note and will only be considered if expressly approved in writing by Chapo Extrax LLC.
  - Orders impacted by changes in law, regulation, or government policy after fulfillment do not qualify for a credit note unless expressly approved in writing by Chapo Extrax LLC.

## 4. Approval Process

- Upon receipt of a request, the Chapo Extrax LLC Team will review the case.
- Approval or denial will be communicated in writing.
- No credit notes will be issued without this written approval.

## 5. Processing of Approved Credit Notes

- If a credit note is approved, it will be issued within 10–14 business days from the date of written approval.
- Credit notes will be sent electronically and may only be applied toward future purchases with Chapo Extrax LLC.

## 6. Ownership Discretion

- Chapo Extrax LLC reserves the right to deny any return, exchange, or credit note request at its sole discretion.
- Approval of one request does not guarantee approval of future requests.