



Shipping Policy

All Entourage Hemp orders are processed within 24-48 hours of receipt during our standard operating hours Monday through Friday. If your order is received after 1pm MST or after business hours it will be processed the following business day. Shipping times will vary based on your location.

We cannot guarantee a delivery date, but the standard transit time provided by our delivery service is 4-6 days after the order has been picked up for our standard shipping service and 1-3 business days after the order has been picked up for our express shipping service. All Entourage Hemp products are tested for quality and are carefully inspected before shipment we know unforeseen issues can arise during transit. If for any reason your product has been damaged in transit, please email us at info@cannoid.com. Due to varying international regulations we are not currently shipping outside the U.S. Please check back at a later date!

Return and Refund Policy

30-Day Customer Satisfaction Guarantee

We believe in our products so much that we're pretty sure you're going to love them. But if, for any reason, you're not satisfied, we've got you covered. All Entourage Hemp products are backed by our 30-Day Customer Satisfaction Guarantee.

If you are not satisfied with your purchase, you may be eligible for store credit, an exchange, or a refund to your original form of payment. Your request must be submitted within 30 days of delivery of your original purchase to qualify.

Please note the following terms and conditions:

- The 30-Day Satisfaction Guarantee applies only to purchases made directly through **entouragehemp.com**. Purchases made from retail stores, unauthorized sellers, or other websites are not eligible.
- At Entourage Hemp's discretion, you may be required to **ship the product(s) back before a refund, store credit, or exchange is issued**.
- If a return is required, the **customer is responsible for return shipping costs**. The applicable return shipping fee will be **deducted from the refund amount**.
- Refunds are limited to the **price actually paid for the eligible product(s)** and exclude original shipping charges and any discounts or promotional amounts applied to the order.
- A **restocking fee may apply** to eligible returns and may be deducted from the refund amount.
- All claims must be submitted within **30 days of delivery** and are subject to review.
- All Satisfaction Guarantee requests are reviewed on a case-by-case basis. **Refunds, credits, exchanges, and returns are provided at the sole discretion of Entourage Hemp**.
- Entourage Hemp reserves the right to refuse a refund, credit, exchange, or return at any time, including when a request exhibits indications of fraudulent or abusive behavior.

Entourage Hemp reserves the right to update or modify the terms of this guarantee at any time.



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