

Refund Policy

Thank you for shopping with GrapheneGoat.com!

We offer refund and/or exchange within the first 30 days of your purchase, if 30 days have passed since your purchase, we may refuse a refund and/or exchange of any kind. We make every attempt to educate our customers prior to any purchases in order to ensure customer satisfaction. Bottom line, we will refund you in full minus any shipping costs for any product sold within the 30 day period. We adhere to this fair, simple and no-nonsense refund policy.

Washington State laws apply to in state purchases.

Out of state sales may be subject to those locality regulations as well.

Eligibility for Refunds and Exchanges

- Your item must be undamaged and in the same condition that you received it.
- The item must be in packaging that will resist damage during transit.
- To complete your return, we require a receipt or proof of purchase.

Exchanges (if applicable)

We only replace items if they are defective, damaged or not as advertised, although every attempt will be made on our part to complete an exchange where reasonable. If you need to exchange it for the same item, send us an email at sales@graphenegoat.com to receive the return shipping address (same as the address used to ship the product to you). You are responsible for all shipping charges, no other fees will be necessary to exchange an item.

Exempt Goods

The following are exempt from refunds:

- Training received/completed

- Services rendered
- Damaged items

Partial refunds are granted (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 10 business days.

Late or missing refunds

- If you have not received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.
- If you have done all of this and you still have not received your refund yet, please contact us at sales@graphenegoat.com.

Shipping

- Please do not send the product back to the manufacturer. It must be returned to the address it shipped from when it arrived to you.
- You will be responsible for paying for your own shipping costs for returning your item.
- Shipping costs are non-refundable! If you receive a refund, the cost of return shipping will be deducted from your refund.
- Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

•Please see, we cannot guarantee that we will receive your returned item. This could be due to Postal Service losing the item in transit or errors made when filling out shipping information. Please ensure you use the exact return address listed on the shipping label of the product you received and are attempting to return. Lost items may or may not be covered by the mail carrier depending on a number of factors such as insurance. We do not cover insurance costs unless otherwise stated prior to the transaction.

We greatly appreciate your business, our goal is customer satisfaction. We wish to maintain our solid reputation that we have achieved thus far and will make every effort to ensure the customer is treated fairly and made whole. We have lots of happy customers for a reason!

Thank you,

-GrapheneGoat.com 2024

sales@graphenegoat.com

