

Credit Policy

Calypso Enterprises is dedicated to providing patients with premium medical marijuana to ensure a safe, high-quality relief treatment experience. If a product is found to be defective, patients may request credit towards another Calypso purchase.

PATIENT POLICY

To receive credit towards another Calypso purchase, please review the following:

- Credit requests must be submitted **within 30 days** of the defective product's purchase date. If past 30 days, we will not be able to process your request.
- Full or partial credit towards another Calypso purchase will be granted based on product defect(s) and subject to verification and approval by our team.
- Visit calypsoerie.com/credit to submit your credit request. You will need to submit key information including verification of original packaging, dispensary sales receipt, and contents of the original product.
- Please allow **2-3 business days** to process your credit request. If approved, we will send you an email confirmation with your credit amount.
- Credit is redeemable at the dispensary of your original purchase. Credit must be redeemed within **30 days** of credit authorization.

Please Note: In compliance with Department of Health (DOH) regulations, all credit requests must verify the original packaging, dispensary sales receipt, and the contents of the original product. Credit requests are subject to these regulations as well as verification of product defect(s) by Calypso Enterprises.



If you have questions about our Credit Refund Policy, please email us at info@calypsoerie.com, give us a call at (814) 528-9125, or call us toll free at (888) 689-9125.

DISPENSARY POLICY

Please direct patients to calypsoerie.com/credit to submit a credit request, and note the following:

- Credit requests must be submitted **within 30 days** of the defective product's purchase date. If past 30 days, we will not be able to process the patient's request.
- Full or partial credit towards another Calypso purchase will be granted based on product defect(s) and subject to verification and approval by our team.
- Patients may receive full or partial credit **towards another Calypso purchase, only**. Credit is redeemable at your dispensary within **30 days** of authorization.
- When a patient's credit is redeemed, please visit calypsoerie.com/credit-dispensary to submit a receipt of this transaction. A credit invoice will be sent to you within 3-5 business days.

Calypso will provide **full or partial credit equal to the wholesale price of the defective product—not the retail price**. We ask that you provide full or partial credit towards the remaining balance of the product to ensure patients receive a fair exchange.