

THE IVY LEAGUE (PTY) LTD TRADING AS CRAFT CANNABIS CLUB (hereinafter referred to as “the Club”, “C3”, “we”, “us”).

RETURNS & REFUNDS POLICY

1. GENERAL APPROACH

1.1 C3 Craft Cannabis Club operates as a private members' club. All allocations and related services are prepared specifically for individual members.

1.2 For this reason, refunds, returns, and exchanges are limited and handled in accordance with the terms set out below.

2. MEMBERSHIP FEES

2.1 Membership fees are non-refundable once processed.

2.2 This includes:

2.2.1 Recurring subscription fees;

2.2.2 Once-off membership-related payments.

2.3 Members may cancel their membership at any time; however, no refunds will be issued for the current billing period.

3. ALLOCATION-RELATED PAYMENTS

3.1 All member allocations are considered final once confirmed.

3.2 As allocations are reserved and prepared specifically for members, returns and refunds are not offered once fulfilled, except where required under applicable law or as outlined below.

4. ELIGIBILITY FOR RETURNS OR REVIEW

4.1 A return, replacement or other resolution may be considered, at the Club's discretion, in the following limited circumstances:

4.1.1 An incorrect allocation was received;

4.1.2 An item was received in a materially damaged condition;

4.1.3 A confirmed defect affecting the usability of the item.

4.2 Any issue must be reported within 24 hours of delivery or collection.

4.3 Where requested by the Club, the Member must return the item for inspection before any resolution will be considered.

5. CONDITION REQUIREMENTS

5.1 Where applicable, items must:

5.1.1 Remain unused;

5.1.2 Be in original condition;

5.1.3 Be returned in original packaging.

5.2 C3 reserves the right to decline any request that does not meet these conditions.

6. NON-ELIGIBLE RETURNS

6.1 Returns and refunds will not be accepted for:

6.1.1 Change of mind;

6.1.2 Incorrect selections made by the member;

6.1.3 Requests submitted outside of the specified timeframe;

6.1.4 Items that have been opened, used, or tampered with.

7. RESOLUTION PROCESS

7.1 Once a request is reviewed, C3 may, at its discretion, provide one of the following:

7.1.1 Replacement;

7.1.2 Member account credit;

7.1.3 Partial or full refund, where appropriate.

7.2 Refunds, where approved, will be processed via the original payment method within a reasonable timeframe.

8. DELIVERY ISSUES

8.1 While C3 works with trusted delivery partners, delays outside of our control may occur.

8.2 C3 is not liable for such delays but will assist in resolving delivery-related issues where reasonably possible.

9. DISCRETION

9.1 All refunds, returns, and resolutions are handled at the reasonable discretion of C3 to ensure fairness while maintaining the integrity of the membership model.

10. CONTACT

10.1 For any queries or support, please contact:

info@c3.co.za

10.2 Please include your allocation reference and a clear description of the issue when submitting a request.