



Wyeast Laboratories, Inc Merchandise Return Policy

Returns

We are happy to take back any merchandise within 30 days of purchase. To be eligible for a return, your item must be unused and in the same condition that you received it. To complete your return, we require a receipt or proof of purchase. Please complete the Returns Form, and ship your return to:

Wyeast Laboratories, Inc./ FlowState Branding
351 W. 45th Ave.
Denver, CO 80216

Exchanges

We are happy to take item(s) back that are unused and in the same condition that you received it within 30 days of your purchase. In order to streamline our process, we offer return and repurchase instead of direct exchanges. We will refund your original purchase within 5 business days of our fulfillment center receiving the Returns Form and returned item(s).

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item and a confirmation email will be sent confirming the refund.

Late or missing refunds

If you have received a confirmation email for your refund but have NOT received a refund yet, please first:

- Contact your credit card company, please allow up to 5 business days after the email for the money to get transferred into your account.
- Contact your bank. There is often some processing time before a refund is posted.

If you have done all of this and you still have not received your refund yet, please contact us at:

customerservice@wyeastlab.com

Sale items

There are some instances where we do not accept returns on Sale Items. However, please email us and we will try to work something out. (customerservice@wyeastlab.com)

Shipping

To return your item(s), please include a completed Returns Form and mail them to:

Wyeast Laboratories, Inc./ FlowState Branding
351 W. 45th Ave.
Denver, CO 80216

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.