

Granogi Return & Refund Policy

Updated: March 2025

At Granogi, we're committed to your satisfaction and stand behind the quality of our outdoor wellness products and experiences. Whether you're buying a Granogi Mat or registering for an event, we want you to feel confident in your purchase.

Returns for Physical Products

You may return any unused and unopened physical product within **30 days** of the purchase date for a full refund or exchange. To be eligible for a return:

- The product must be in original condition
- All tags, packaging, and included accessories must be intact
- Proof of purchase is required

Note: Items that are used, damaged, or missing parts due to customer error may not be eligible for a refund.

Event & Service Cancellations

We understand that plans can change. If you register for a Granogi event or wellness experience:

- **Cancellations made 14 or more days** before the event will receive a full refund
- **Cancellations within 7-13 days** are eligible for a **50% refund**
- **Cancellations less than 7 days before** an event are **non-refundable**

If we cancel or reschedule an event, you will be offered a full refund or the option to transfer to another date.

How to Initiate a Return or Cancellation

Please email us at Hello@Granogi.com with the subject line **Return Request** or **Event Cancellation**, and include:

- Your full name
- Order number
- The reason for your request

We will respond within 3 business days with next steps.

Refund Process

Approved refunds will be processed within **10 business days** to your original method of payment. Exchanges will be processed based on product availability.

Non-Returnable Items

- Gift cards
- Digital downloads or media
- Personalized or customized products
- Used or altered items

Return Shipping

Customers are responsible for return shipping costs unless the product is defective or an error occurred on our end. Shipping fees are non-refundable.