

Return & Exchange Policy

We stand behind our products and work hard to ensure our retailers and end consumers are 100% satisfied. We believe if we take care of customers in a fair and reasonable manner, they will in turn be fair and reasonable with us.

General Return Guidelines for Authorized Dealers

- To begin the process of any return, please contact our Customer Support Team at 1.800.247.0414, or via email at customerservice@blackmarketlabs.com, and we will walk you through the process.
- We generally decline return or exchange requests if any of the following apply:
 - The product was ordered more than 90 days ago.
 - The main seal on the top of the bottle is broken.
 - The lot sticker (found on the bottom of each bottle) is missing, appears to be tampered with, or is damaged such that the numbers are illegible.
 - The product is one of our limited “Guerrilla Edition” flavors. We will however accept returns on Guerrilla Edition flavors that are defective upon delivery or damaged during shipping.

One-Time Return Allowance for New Authorized Dealers

- On your initial order from BLACKMARKET, we offer a 90 day 100% satisfaction guarantee on all unopened product. This means we will either refund the amount you paid for the products, or we will exchange the undesired products for other BLACKMARKET products of equal or lesser value.
- In such circumstances, we will provide a prepaid shipping label for product being returned, but we will not process a refund or ship replacement products until we have received the undesired product from you.
- This offer excludes Guerrilla Edition flavors.
- This offer is available for up to \$3,000 worth of product on the initial order.

Return Allowance for New BLACKMARKET Products

- On your initial order of any new products offered by BLACKMARKET, we offer a 90 day 100% satisfaction guarantee on all unopened product. This means we will exchange the undesired products for other BLACKMARKET products of equal or lesser value.
- In such circumstances, we will provide a prepaid shipping label, but we will not ship replacement products until we have received the undesired product from you.

- This offer excludes limited edition flavors.
- This offer is available for up to \$2,000 worth of new products on the initial order of those products.

Return Guidelines for Damaged or Defective Products

- If a product you receive is defective upon delivery, damaged during shipment, or is not what you ordered, we will send a replacement product right away and provide a prepaid return label for the defective, damaged, or mispicked product.
 - If product is damaged during shipment, please provide photo evidence of the damaged product to aid us in filing claims with our delivery service.

Return Guidelines for Product Ordered within 90 Days

- If you have product that was ordered within the last 90 days but is not eligible for return under the preceding Guidelines, please contact our Customer Support Team and we will handle your request on a case by case basis.

Return Guidelines for End Consumers

- We offer end consumers a 365 day 100% satisfaction guarantee.
- If an end consumer returns a BLACKMARKET product to the Authorized Dealer where they purchased it, and the product is eligible to be returned to us under the Guidelines described above, we will provide a replacement product for our Authorized Dealer and provide a prepaid label for the return of that customer's product to BLACKMARKET. To take advantage of this offer, our Authorized Dealer must do the following:
 - Fill out and submit an End Consumer Return Form for each bottle. The form can be filled out and submitted online at blackmarketlabs.com/Forms/Consumer>Returns.
 - Ship the returned product to us within 14 days of the customer return.
- If an end consumer seeks to return product that is not eligible to be returned to us under the Guidelines described above, please encourage the customer to contact our Customer Support Team directly at 1.800.247.0414 or via email at customerservice@blackmarketlabs.com.