

Thank you for choosing Harmony! We are sorry to hear that you are unhappy with your purchase and we want to improve. Please fill in all fields (as far as applicable) so we can properly record your valuable feedback.

Order no.:
 (You can find your order number in the order confirmation you received by email after your purchase)

Name: **E-Mail:**

1) What is the product you are unhappy with? (Please specify the CBD concentration and flavor of the product if there are more than one)

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2) Why did you buy this product and what were your expectations?

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3) How often did you use the product and in which frequency and amount?

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4) In what way did the product disappoint you? (taste, scent, texture, application, effect, ...)

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5) Regarding the effects of CBD alone, on a scale of 1 (no effects) to 10 (very strong effects), how strong did they really feel?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6) Regarding the effects of CBD alone, on a scale of 1 (no effects) to 10 (very strong effects), how strong did you expect them to be?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7) How would you rate the product packaging on a scale of 1 (very bad) to 10 (very good)?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8) How would you rate the product flavor or scent on a scale of 1 (very bad) to 10 (very good)?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9) If there was one thing that you could change about the product, what would it be?.....

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10) If we think you might have a better experience with one of our other products, would it be an option for you to receive your refund in the shape of a store credit along with an extra 20% discount code?

Yes **No**

11) Your feedback is highly appreciated, so if you have any additional comments for us, please share them here:

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Conditions

1. The satisfaction guarantee can only be used with items purchased from meetharmony.com
2. The satisfaction guarantee covers all Harmony products.
3. The satisfaction guarantee is available to new customers only.
4. The satisfaction guarantee is only valid for consumers.
5. The satisfaction guarantee is not available to professionals.
6. The signed satisfaction guarantee form must be emailed to contact@meeharmony.com within 30 days of receiving the product.
7. If you do not use our return label, you will be responsible for any shipping costs.
8. The satisfaction guarantee can only be used once.
9. The satisfaction guarantee only covers the price you paid, including any discounts or offers. This will be reflected in the event of a refund.
10. The satisfaction guarantee does not apply to products which have you received as a gift or for free.
11. If you received the wrong product, please do not use the satisfaction guarantee form. Please contact our customer service team.
12. Harmony cannot be held responsible for delays or non-payment due to events beyond our control.
13. The satisfaction guarantee will only apply if we believe that your realistic expectations have not been met.

Date:

Signature