

Refund & Return Policy

Effective Date: June 3, 2026

Due to the strict public health, sanitation, and chain-of-custody protocols governing ingestible health commodities, our return structure is highly definitive to prioritize community safety.

1. Tamper-Evident Safety Seal Prohibitions

We enforce a strict zero-tolerance boundary regarding opened supplement consumables. We can only authorize an official return and subsequent financial refund for items that are completely **unopened, unused, unadulterated, and with all original external wrap and internal safety seals fully intact**.

Any product bottle or jar where the safety seal has been peeled, broken, punctured, or compromised will be immediately disqualified from refund consideration due to cross-contamination hazards.

2. The 30-Day Resolution Window

All eligible return requests must be filed with our administrative desk within **thirty (30) calendar days** from the official tracking delivery date recorded by the courier. Once this thirty-day timeline has closed, the transaction is finalized, and no credits or returns will be processed.

3. Damage, Shortages, and Defective Shipments

If your package sustains physical harm during shipping, the following steps must be initiated precisely:

- Contact info@thryvngut.com within forty-eight (48) hours of parcel drop-off.**
- Provide photographic evidence showing the outer shipping box, the damaged bottle, and close-ups of the **broken seal or leaked content**.
- Validated transit defects will receive a complimentary expedited product replacement.

4. Summary Matrix of Returns

Condition of Item	Timeline for Request	Available Resolution
Pristine, Sealed & Unopened	Within 30 days from delivery	Refund minus initial shipping costs
Opened or Seal Unsealed	Any time	Strictly Non-Refundable
Transit Damage / Broken Jar	Within 48 hours of delivery	Free replacement delivery expedited

5. Logistic Costs For Returns

Unless an item is formally validated as damaged or incorrect due to a fulfillment error on our part, **all return logistics and shipping costs are the exclusive financial responsibility of the consumer**. We strongly advise utilizing a tracked postal carrier with signature delivery confirmation, as Thryvn Gut will not assume liability for return items lost or destroyed in transit.