

Shipping & Returns

Returns

We accept returns. You can return unopened items in the original packaging within 30 days of your purchase with receipt or proof of purchase. If 30 days or more have passed since your purchase, we cannot offer you a refund or an exchange.

Contact potencybypotamus@gmail.com to get a return authorization number.

All returns will ship to:

Potency By Potamus
P.O. Box 418
Endicott, WA 99125

Upon receipt of the returned item, we will fully examine it and notify you via email, within a reasonable period of time, whether you are entitled to a return. If you are entitled to a return, we will refund your purchase price (Minus a 20% restocking if the item was not defective) and a credit will automatically be applied to your original method of payment. Only regular priced items may be refunded. Sale items are non-refundable. To follow-up on the status of your return, please contact us at potencybypotamus@gmail.com.

Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to hardware during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.

Exchanges

We only exchange goods if they are defective or damaged. In circumstances where you consider that a product is defective, you should promptly contact us at potencybypotamus@gmail.com with details of the product and the defect. You can send the item you consider defective to:

Potency By Potamus
P.O. Box 418
Endicott, WA 99125

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a replacement as a result of the defect. If you are eligible, we will send you a replacement product.

Shipping

All items will ship within 3-5 business days via USPS or UPS (Shipping time is 7 business days or less) the tracking information will be emailed to the email address provided on the order.

Shipping cost is a flat rate of \$6.25 or free on orders over \$125.