Granny P Return and Refund Policy

We want your Granny P's order to arrive correctly and in suitable condition. This policy covers purchases made directly through our online shop, including Sea Moss Gel, Sea Moss Gummies, dried sea moss and bundles. For purchases from another retailer, contact that retailer first. Your applicable consumer rights remain protected.

Sea Moss Gel is a perishable product

Sea Moss Gel requires refrigeration. We do not accept physical returns of Gel, including unopened jars, because its storage and temperature history cannot be verified after delivery. Do not mail Gel back to us.

Gel is not covered by an unconditional satisfaction or money-back guarantee. We do not offer change-of-mind refunds, including for personal taste or texture preferences, ordering more than needed, or not experiencing a hoped-for wellness result. This does not exclude a genuine defect, misdescription or other issue covered by law.

If your Gel arrives spoiled, leaking, damaged, with a compromised seal, incorrect, or with a concern about temperature during delivery, contact us promptly. We will investigate and provide a replacement or refund where appropriate. A refund may cover the full amount paid for the affected item; being perishable does not by itself remove that remedy.

Receiving and storing your Gel

Arrange to receive the delivery promptly and refrigerate the Gel immediately. Keep your refrigerator at 4°C or below and follow the product's storage and use instructions. If you suspect spoilage, damage or temperature abuse, do not consume or taste the product to check it. Photograph the item and packaging if safe; you do not need to retain unsafe food solely to make a claim.

Gummies and dried sea moss

We do not offer change-of-mind returns of these food products, whether opened or unopened. Please contact us about damaged packaging, compromised seals, missing or incorrect items, or a genuine product defect. Opening a product to discover a problem does not automatically disqualify the claim.

How to report an issue

Email info@grannyp.ca with your order number, the affected item, a description of the issue and any available photographs. Include the delivery date, when the problem was noticed, and the batch or date marking if available. For Gel, also describe its condition on arrival and storage after receipt.

Please report Gel arrival concerns as soon as possible, preferably within 24 hours of delivery, and other visible order issues preferably within 7 days. These are requests for prompt reporting, not automatic expiry dates for your rights. Report a hidden defect when discovered. Missing photographs or later reporting will be considered in context.

How we resolve product and delivery problems

We review the order details, available evidence and delivery circumstances. For a confirmed problem attributable to the product, our fulfilment or delivery before receipt, we will offer an appropriate replacement or refund, subject to your legal rights. Where both remedies are available, we will discuss your preference. Store credit is optional and will not replace a legally required refund without your agreement.

We cover shipping for an agreed replacement. If we request the return of a non-perishable item to resolve a confirmed fault or fulfilment error, we will provide instructions and cover the agreed return cost. Please obtain instructions before sending anything back. No physical return of Gel is required.

Refunds for items within bundles

An issue affecting one item in a bundle will normally be resolved for that item. If the whole bundle is affected, the remedy will reflect the whole bundle. If a partial refund is appropriate and the order does not show component prices, we will allocate the amount paid for the bundle in proportion to the items' individual selling prices at the time of purchase and explain the calculation.

Any applicable tax adjustment will be included. We will not deduct a newly calculated standard shipping charge from a qualifying refund simply because standard shipping was included in the bundle price. If the entire order qualifies for a refund because it was not supplied correctly or arrived unusable, we will refund the amount paid for that order, including applicable tax and delivery charges.

Shipping upgrades and delivery concerns

Bundle pricing includes standard shipping to eligible Canadian addresses. Paid expedited upgrades apply only where offered at checkout. Published transit times run from dispatch and are subject to the stated service terms and dispatch schedule.

Contact us if an order is missing, delayed or delivered incorrectly. We will investigate with the carrier. If a paid upgraded service was not provided as purchased, we will review and refund the upgrade charge where due. This is separate from any remedy for spoiled, damaged or undelivered goods. You do not need to resolve a carrier claim yourself before contacting us.

Issues after delivery

Our voluntary remedy does not cover deterioration caused solely by failure to follow storage instructions, avoidable delay in retrieving a correctly delivered parcel, or an incorrect delivery address supplied by the customer. We assess the facts of each case. We do not apply these exclusions to our own error, an existing defect, or a remedy required by law.

Cancellations and refund processing

Contact us promptly to request a cancellation or address change. We will confirm whether we can accommodate it before fulfilment begins. If we accept a cancellation before dispatch, we will refund the amount paid for the cancelled items and any delivery charge that no longer applies. Statutory cancellation rights are unaffected.

We aim to acknowledge enquiries within 2 business days and issue approved refunds to the original payment method within 5 business days, or sooner where required by law. Your payment provider may take additional time to display the credit. We will confirm the amount and processing date by email.

Your consumer rights

Nothing in this policy limits rights or remedies that cannot lawfully be excluded under the laws applicable to your purchase, including rights relating to defective or misdescribed products, non-delivery, or statutory cancellation. Those rights prevail over any conflicting term. Policy updates apply prospectively and do not reduce rights attached to earlier orders.

Questions or order concerns: info@grannyp.ca