



EXCHANGES & RETURNS COMPANY POLICY

We want you to be completely satisfied with your purchase of Mackinnon Brothers merchandise on www.mackinnonbrewing.com. We will gladly replace, exchange or return any damaged or defective item provided the following conditions are met:

- a) The product has not performed within reasonable expectations. An exchange or refund will not be given for products that have been used or products that have been damaged as a result of customer misuse or neglect.
- b) A request to return/exchange is made within 30 days of the original purchase date, or the date that your purchase was received.
- c) The item is in the same condition that it was received, including proof of purchase and its original packaging.
- d) We are not able to return or exchange any food, *beverage* or other perishable goods unless they are damaged or defective upon receipt.
- e) *Unused items that are not damaged or defective may be exchanged for a store credit only.

SHIPPING RETURNS

To begin a return, you can contact us at info@mackinnonbrewing.com. Please get in touch if you have questions or concerns about your specific item.

If you believe that you have received faulty or damaged items, please send photos to info@mackinnonbrewing.com alongside your order number and a description of the defect.

Please note that returns will need to be sent to the following address:

Mackinnon Brothers Brewing and Distilling Ltd.
1915 County Road 22, Bath ON K0H 1G0, Canada

If your return is accepted, we will send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first making a request to return will not be accepted.

For regular qualifying returns, a full refund of the purchase price, excluding shipping and handling fees, will be made promptly upon receiving the item.

Any additional shipping fees are the responsibility of the payee unless qualified for free local delivery (see Shipping Policy). Return packages are to be fully insured, otherwise lost or further damaged items are not the responsibility of Mackinnon Brothers Brewing Co. and will not be refunded or exchanged.

Shipping and delivery lead times may vary. If more than 15 business days have passed since making your request, please contact us at info@mackinnonbrewing.com.