



REFUND, RETURN & EXCHANGE POLICY

(NEBRASKA DISPENSARY)

LAST UPDATED FEBURARY 19TH 2026

BIG O DISPO LLC

803 Sherman St Papillion NE 68046

Version 1.0.1

Effective Date:

January 1, 2026

1. Overview & Legal Foundation

Nebraska law does not require dispensaries or retailers to accept returns or issue refunds except in limited circumstances involving:

- Defective products
- Breach of express or implied warranties
- Violations of consumer-protection laws
- Failure to deliver goods as contracted

Retailers must operate in good faith and avoid deceptive or misleading practices under Nebraska's Uniform Deceptive Trade Practices Act.

Because medical cannabis establishments fall under the oversight of the Nebraska Medical Cannabis Commission (MCC), dispensaries must comply with:

- Strict product-handling rules
- Chain-of-custody requirements
- Inventory tracking
- Contamination prevention
- Packaging and labeling standards

This policy is structured to:

- Protect patient safety
- Maintain regulatory integrity
- Prevent diversion or unlawful product returns
- Ensure compliance with MCC and state law
- Provide fair remedies for legitimate product defects



2. All Cannabis Sales Are Final (Mandatory Rule)

Under MCC regulatory controls, all medical cannabis sales are final once the product leaves the premises. This rule applies to all cannabis formats, including:

- Capsules, tablets, tinctures
- Topicals
- Metered-dose inhalers or vapor-based devices (if MCC-approved)
- Concentrates
- Edibles in non-smokable formats (if MCC-approved)
- Any state-approved medical cannabis product

Rationale

Nebraska's draft emergency regulations prohibit the return of consumable cannabis products to:

- Prevent contamination
- Maintain product integrity
- Protect the chain of custody
- Ensure accurate inventory tracking
- Prevent diversion into unregulated channels

No exceptions are permitted unless the product is defective, damaged, or misrepresented, as outlined in Section 3.



3. Exceptions — Defective or Damaged Products

A return or exchange may be granted only if the product is defective, damaged, or inoperable through no fault of the customer.

A. Manufacturing Defects

Examples include:

- Device not powering on
- Cartridge not producing vapor
- Leaking or improperly sealed containers
- Broken packaging upon opening
- Malfunctioning dosing devices

B. Dispensary-Level Errors

Examples include:

- Wrong product dispensed
- Incorrect dosage format
- Incorrect quantity
- Incorrect labeling
- Product expired at time of sale

C. Legal Basis

Nebraska consumer-protection laws require retailers to:

- Honor warranties
- Ensure products are fit for their intended purpose
- Avoid deceptive practices
- Correct errors made at the point of sale

Important:

Mislabeling or inaccurate THC content may constitute a deceptive practice under Nebraska enforcement actions.

Supporting Authority:

Nebraska consumer protection standards require retailers to honor warranties, act in good faith, and ensure products are fit for their intended purpose.

Important:

Mislabeling or inaccurate THC content constitutes a deceptive practice under Nebraska enforcement actions.



4. Conditions for Accepting a Defective Product Return

To qualify for a return or exchange, the following conditions must be met:

A. Timeframe

- Product must be reported and returned within 72 hours of purchase.

B. Proof of Purchase

- Original receipt or digital proof is required.

C. Packaging Requirements

- Product must be in original packaging.
- Batch number and tracking label must be intact.
- Packaging must not show signs of tampering.

D. Verification Process

A team member must confirm:

- The defect is manufacturer-related
- The issue is not caused by misuse, improper storage, or damage after purchase

E. Troubleshooting

For devices, staff may perform:

- Battery checks
- Connection cleaning
- Cartridge seating verification
- Basic operational tests

F. Remedies

If approved, the customer may receive:

- An identical product exchange, or
- Store credit equal to the purchase price if the product is unavailable

Cash refunds are issued only when required by law, such as:

- Payment voided due to breach of contract
- Failure to deliver the purchased product



5. Non-Returnable Items (Strict MCC Compliance)

The following items cannot be returned or exchanged under any circumstances:

- Opened or used cannabis products
- Products missing original packaging
- Items without batch or lot numbers
- Products suspected of tampering
- Items stored improperly by the customer
- Promotional or discounted items
- Any consumable handled outside MCC chain-of-custody safeguards

These restrictions are required to:

- Prevent contamination
- Maintain product integrity
- Comply with MCC inventory rules
- Prevent diversion into unregulated markets



6. Reporting Requirements (Regulatory Compliance)

All approved returns must be documented in accordance with MCC inventory tracking rules.

This includes:

- Recording the defective batch number
- Documenting the nature of the defect
- Securing the product in a quarantine/disposal area
- Updating inventory counts immediately
- Retaining records for regulatory audits

Failure to comply may result in:

- Fines
- License suspension
- Enforcement action
- Mandatory corrective measures

7. Refunds Related to Product Safety Recalls

If MCC or a manufacturer issues a recall, customers are eligible for:

- A full refund, or
- A replacement with an equivalent compliant product

Common Recall Reasons

- Contaminants (pesticides, heavy metals, microbes)
- Mislabeling or inaccurate potency
- Unauthorized ingredients
- Non-compliant formulations
- Excessive Delta-9 THC concentrations

Nebraska enforces strict penalties for non-compliant THC levels.



8. No Returns Due to Customer Preference

We cannot accept returns based on:

- Flavor or taste dissatisfaction
- Perceived effectiveness
- Change of mind
- Incorrect selection by the customer
- Delayed pickup

Nebraska law does not require dispensaries to accept preference-based returns and prohibit returns that compromise product integrity.

9. Fraud Prevention

Big O Dispo LLC reserves the right to refuse any return if:

- The product appears intentionally damaged
- The request is abusive, repetitive, or suspicious
- There is evidence of attempted diversion
- The customer fails age or identity verification
- The customer attempts to return a product not purchased from Big O Dispo

Fraudulent return attempts may be reported to authorities.

10. How to Request a Return or Exchange

Customers must contact the dispensary within 72 hours of purchase via:

- Email: admin@bigodispo.com
- Phone: 402-949-0289
- In-Store: Request a Compliance Team Member
- Please include:
 - Full name
 - Order number
 - Description of defects
 - Photos or videos (if applicable)
 - Batch/lot number

A compliance representative will respond within a reasonable timeframe.



11. Policy Updates

This policy may be updated due to:

- New MCC regulations
- Nebraska legislative changes (e.g., LB651, LB677)
- Federal compliance updates
- Product safety findings
- Recall notices
- Operational improvements

Updates will be posted with a revised “Last Updated” date.

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Sources

Nebraska Law & Consumer Protection

- Nebraska Consumer Protection Act
(ago.nebraska.gov in Bing)
- Nebraska Uniform Deceptive Trade Practices Act
(nebraskalegislature.gov in Bing)

Medical Cannabis Commission (MCC)

- Nebraska MCC (Regulatory Framework)
<https://mmcc.nebraska.gov/>
- Nebraska Cannabis Legislation (LB651, LB677)
<https://nebraskalegislature.gov/bills/>

Federal Product Safety & Warranty Law

- Magnuson-Moss Warranty Act
(ftc.gov in Bing)
 - FTC Consumer Warranties
(ftc.gov in Bing) Product Recalls & Safety
 - FDA Product Recalls
(fda.gov in Bing)
 - USDA Hemp Program
(ams.usda.gov in Bing)
- ### Age-Restricted Product Compliance
- FDA Tobacco 21
(fda.gov in Bing)
 - Nebraska Tobacco Compliance
(dhhs.ne.gov in Bing)



Refund, Return & Exchange Policy — Legal Disclaimer

This Refund, Return & Exchange Policy is provided for general informational and compliance purposes only and does not constitute legal advice. Big O Dispo LLC operates under Nebraska law, Nebraska consumer-protection standards, and all applicable Medical Cannabis Commission (MCC) rules. Nothing in this policy creates any warranty, obligation, or right beyond what is required by law.

All returns, exchanges, and defect evaluations are handled at the sole discretion of Big O Dispo LLC and may be denied if they do not meet the conditions outlined in this policy or if fulfilling the request would violate state or federal regulations. Because Nebraska strictly regulates the handling, storage, and chain-of-custody of cannabis and age-restricted products, all cannabis sales are final, and no returns or exchanges are permitted except where required by law for defective merchandise.

Big O Dispo LLC reserves the right to modify, suspend, or update this policy at any time to remain compliant with changing laws, regulatory directives, or safety requirements. Customers are responsible for reviewing the most current version of this policy before making a purchase.

By purchasing from Big O Dispo LLC, you acknowledge and agree to the terms of this policy and understand that regulatory requirements may limit or prohibit refunds, returns, or exchanges.

All updates will be posted on this document with a revised “Last Updated” date.

