

Food-Safety Final Sale Policy with Quality Guarantee

Because our teas, herbs, and tea sachets are consumable food products, all sales are final once we ship, deliver, or you collect an order. For food-safety reasons, we cannot accept returned consumable products, whether opened or unopened.

Our Quality Guarantee

If your order arrives damaged, defective, incorrectly filled, incomplete, improperly sealed, or otherwise unsafe, please contact Brew & Scone within seven calendar days of delivery. Report food-safety or allergen concerns immediately.

Please include your order number, a description of the concern, and photographs of the product, packaging, and lot or best-before information, if available. Please keep the product and packaging until we review your claim.

When a claim is approved, Brew & Scone will provide an appropriate replacement or store credit. Refunds will be issued to the original payment method. Original shipping charges are non-refundable unless Brew & Scone caused the issue or the entire shipment was affected.

Personal taste, aroma preferences, natural variations in botanical ingredients, or failure to review the listed ingredients do not qualify for a refund. However, we welcome your feedback and may offer a customer-service solution at our discretion.

Health and Liability Notice

Our teas and herbal blends are food products, not medicines, and are not intended to diagnose, treat, cure, or prevent disease. The information Brew & Scone provides is general and does not replace medical advice.

Review all ingredients and consult your physician or pharmacist before use if you take medication, have allergies or a medical condition, are pregnant or breastfeeding, are preparing for surgery, or are purchasing for a child. Stop use and seek medical attention if an adverse reaction occurs.

To the extent permitted by applicable law, Brew & Scone is not liable for effects resulting from misuse, excessive consumption, allergies, medical conditions, medication interactions, or failure to follow product warnings and directions. Your statutory consumer rights remain unaffected.

This policy does not limit any rights or remedies available under applicable Canadian consumer-protection law.