**Section 1291.320 Returns and Refunds**

A dispensing organization may create a policy allowing for the return and refund of damaged, inadequate or erroneously dispensed cannabis subject to the following provisions:

a) The policy shall not permit the resale of any returned cannabis product if the tamper-evident seal has been broken or the product has left the premises.

b) Any returned product must be entered into the State Verification System within five calendar days after the return.

c) All returned product that has either left the premises or has the tamper-evident seal broken must be destroyed in accordance with Section 15-90 of the Act.

(Source: Added at 48 Ill. Reg. 13377, effective August 20, 2024)