



FAQS REGARDING RECALL OF MEDICAL CANNABIS-RELATED PRODUCTS

In order to be transparent about recalled products and to assist you with understanding your rights in the event of a recall, the SD Department of Health has put together the following responses to a list of frequently-asked-questions.

REFUND QUESTIONS

AS A CARDHOLDER, WILL I RECEIVE A REFUND FOR THE RECALLED PRODUCTS THAT I PURCHASED? The SD Department of Health does not provide refunds to individual cardholders that purchased products that were recalled. All discussions concerning refunds must be had directly with the establishment that sold the product.

AS A CARDHOLDER, WILL I BE REIMBURSED FOR ANY MEDICAL TREATMENT I RECEIVED THAT MAY HAVE BEEN A RESULT OF CONSUMING THE RECALLED PRODUCT? The SD Department of Health does not provide reimbursement for medical treatment that may have been needed due to the consumption or use of a recalled product.

AS A DISPENSARY, WILL I RECEIVE A REFUND FOR THE RECALLED PRODUCTS THAT WERE PURCHASED? The SD Department of Health does not provide refunds to dispensaries for the purchased products that were recalled. Please refer to your purchase agreement with the manufacturer, and consult with your private attorney, if necessary.

SAFETY QUESTIONS

WHAT ARE THE REASONS FOR THE RECALL? Each recall is based on its own set of facts. Every recall that is initiated by the SD Department of Health will be posted, with relevant recall information, including any safety concerns, on the SD DOH website, located at: <https://medcannabis.sd.gov/>.

IS THE RECALLED PRODUCT SAFE TO USE AGAIN? Each recall is based on its own set of facts. Every recall that is initiated by the SD Department of Health will be posted, with relevant recall information, including any safety concerns, on the SD DOH website, located at: <https://medcannabis.sd.gov/>.

HOW DO I KNOW IF A PRODUCT HAS BEEN RECALLED? A list of recalled products, identified by their tag numbers, can be found at this link: <https://medcannabis.sd.gov/>. Please refer to the “Business Recall Notice Follow-Up” box within the “Happening Now” section of the website.