Nori Fulfillment Policies

Last updated May 20

Refund, Return, and Cancellation Policy

We do not accept returns, exchanges, or refunds. All sales are final.

Delivery Policy

When you purchase a Nori Carbon Removal Tonne (NRT), the retirement of the NRT and issuance of your certificate may take up to 1 year. Should you need a Proof of Purchase certificate from Nori, you may request one by emailing sales@nori.com where you will receive your requested certificate between 2-5 business days.

Immediately after the NRTs you’ve purchased have been retired, the email address used to make the NRT purchase will be sent the NRT certificate. The retirement of the NRTs will be recorded on the blockchain. The NRT can not be unretired or resold.

Payment Methods Accepted

For orders up to 10,000 NRTs, we accept MasterCard, Visa, American Express, and Discover. For larger orders, we accept bank transfers.

On a case by case basis, Nori may accept cryptocurrency as a form of payment. To request paying via cryptocurrency, please contact sales@nori.com

Quantification Guarantee

As described in How Nori Works, the Nori guarantee to buyers is that 1 Nori Carbon Removal Tonne (NRT) represents 1 tonne of carbon dioxide-equivalent (tCO₂e), +/- 10%, removed from the atmosphere for at least 10 years. If a Nori audit finds that less CO₂ was
drawn down from the atmosphere than NRTs issued, or the carbon was released before the end of the 10-year carbon retention term, Nori will acquire and retire enough new NRTs to cover the audit-quantified shortfall.