



# Refund & Returns Policy – Sathiko Kirana Pasa

Last updated: 05/08/2025

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## 1. Perishable Goods

Perishable items (such as fresh produce, dairy, frozen goods, and other refrigerated products) are **not eligible for return or refund** once delivered, unless the item is:

- **Faulty**
- **Damaged**
- **Spoiled at the time of delivery**

Please notify us within **24 hours** of delivery if there's a problem.

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## 2. Non-Perishable Goods

Non-perishable products may be returned or exchanged within **7 days** of delivery, provided they are:

- **Unopened**
  - **Unused**
  - In their **original packaging**
  - Accompanied by a **receipt or proof of purchase**
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## 3. Faulty or Incorrect Items

If you receive an item that is faulty, damaged, or incorrect, please contact us within **24 hours** of receiving your order.



We may request a **photo of the item** to confirm the issue.

Once confirmed, we'll arrange a **full refund**, **store credit**, or **replacement** at no additional cost.

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## 4. Return Process

To initiate a return, please contact our customer support team via email. Include your **order number**, a brief description of the issue, and photos (if applicable). Returns must be **approved before sending any items back**.

 **Email:** info@sathikokirana.com.au  
 **Phone:** 0414271497

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## 5. Refunds

Once your return is received and inspected, we will notify you of the **approval or rejection** of your refund.  
If approved, the refund will be processed to your original payment method within **5–7 business days**.

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## 6. Delivery Fees

Delivery fees are **non-refundable**, unless:

- The return is due to our error (e.g., wrong or damaged item delivered)
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## 7. Contact Us

If you have any questions about this policy or your order, feel free to reach out:

**Sathiko Kirana Pasa**  
Laverton VIC 3028  
 **Email:** info@sathikokirana.com.au  
 **Phone:** 0414271497

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🙏 Thank you for shopping with **Sathiko Kirana Pasal** — proudly delivering quality groceries to your doorstep!