



Refund & Returns Policy – Sathiko Kirana Pasal

Last updated: 05/08/2025

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.

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**

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.

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

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**.

6. Delivery Fees

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

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

7. Contact Us

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

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

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