

## Return, Cancellation & Refund Policy

At **Mahika Foods**, we take immense pride in the quality, freshness, and hygiene of our handcrafted non-veg pickles. Because our products are premium food items free from artificial preservatives, **we follow a strict No-Return, No-Exchange policy** once an item has been shipped.

However, we understand that unavoidable circumstances or force majeure events can occur. Below are the terms governing such exceptional situations.

### 1. Exceptional Returns & Replacements (Damages & Wrong Items)

We inspect and vacuum-seal every jar with an induction seal and 3-layer protective packaging. However, if you receive a product that is compromised, we will replace it or issue a refund under the following conditions:

- **Transit Damage:** If the outer packaging or the food-graded jar is broken/leaking upon arrival due to rough courier handling.
- **Wrong Product Delivered:** If you received a completely different item than what you ordered (e.g., Mutton instead of Chicken).
- **Mandatory Proof Required:** To claim a replacement or refund for damage, **you must email us an unboxing video within 24 hours of delivery**. The video must clearly show the unopened courier box being opened and the damage to the induction seal or jar. Without an unboxing video, no claims will be entertained.

### 2. Force Majeure & Unavoidable Transit Delays

If a shipment is delayed beyond **10 business days** due to extreme weather, regional strikes, natural disasters, or unexpected courier failure, and the quality of the non-veg product is compromised:

- We will investigate the transit logs with our logistics partners (Amazon, Delhivery, etc.).
- If the delay is entirely due to a courier error or force majeure, **Mahika Foods will ship a fresh batch to you at no extra cost.**

### 3. Cash on Delivery (COD) Policy & Zero-Trust Verification

Offering COD brings flexibility to our customers, but because non-veg pickles are perishable, fake or rejected deliveries cause total product wastage. To minimize this:

- **Mandatory Verification Call:** Every COD order will undergo a mandatory phone/WhatsApp verification check by our team before dispatch. **Unverified COD orders will be automatically canceled.**
- **Doorstep Rejections:** If a verified COD order is rejected at the doorstep or delivery fails due to incorrect address/unavailability, the customer's phone number and address will be **permanently blacklisted** from purchasing from [mahikafoods.com](https://mahikafoods.com) or our partner e-commerce platforms in the future. Legal action may be pursued for malicious/fake bulk bookings.

### 4. Cancellation Policy

- **Before Dispatch:** You can cancel your order within **2 hours** of placing it by contacting our support team. A full refund will be processed to your original payment method within 5-7 business days.
- **After Dispatch:** Once an order is handed over to our courier partners (Ekart, DTDC, Xpressbees, etc.), **no cancellations, modifications, or refunds are permitted** under any circumstances.

## 5. Refund Timeline

- Once a refund is approved by our team (following verification of the unboxing video or courier transit failure), the amount will be credited back to your bank account or original payment gateway within **5 to 7 business days**.