



# Harvest2Home.co.uk

Telephone: +44 7359270309  
contact@Harvest2Home.co.uk  
6 Taskers Field, Caxton,  
Cambridge CB23 3PA

## Refund Policy

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [contact@harvest2home.co.uk](mailto:contact@harvest2home.co.uk). If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

In case you have used any "coupon code / offer" while placing an order which is applicable to the product which is being refunded, the appropriate adjustments will be made to the amount being refunded.

You can always contact us for any return question at [contact@harvest2home.co.uk](mailto:contact@harvest2home.co.uk)

### Mango Refund Policy

1. We pre-check and inspect the Mango box for quality before handing it over to you.
2. If there are any externally damaged Mangoes in your box, then it needs to be reported within 24 hours of the delivery or collection.
3. As Mango is very sensitive fruit, we cannot guarantee how it will be from inside. However, in extremely rare occasion, if all the mangoes (6pc or 12pc) are spoiled from inside, we can organise replacement in your next order. We appreciate if you report such situations (Mangoes being bad from inside) within 3/4 days of the delivery or collection. Also, check our Mango box storage guidelines.
4. We source the best Mangoes from different regions in India, so that we all can enjoy the Mango season here in UK. We appreciate your feedback and support as last year.
5. For mangoes delivered nationwide, Harvest2Home ships with next day service, however if there is any issues with courier service Harvest2Home is not responsible for any damage incurred. If next day shipping guarantee needs to be taken there would be additional charge of £3, which needs to be paid at the time of checkout and mentioned in checkout notes.

Refund Policy for Mangoes:



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1. If mangoes exhibit signs of external blackening, refunds will not be issued for these instances.
2. Refunds will only be processed for mangoes that have been cut open and found to be rotten from the inside.
3. To initiate a refund request, customers must provide clear photographic evidence of all mangoes arranged on one plate, clearly showing their condition.

Note : Mangoes blackened from outside are not considered for refund as those are due to cold .

Please note that all refund requests must adhere to these guidelines to be considered valid.

### **Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

### **Exceptions / non-returnable items**

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items.

### **Refunds due to expiry/best before:**

Some of the special grocery products on our website are not readily available in UK market and are imported specially for Harvest2Home customers. We do try to source the product having maximum expiry and best before date. However in some situation there are stock challenges in UK and hence expiry of products may vary. Due to online nature of this business we can't accept any claim of refunds if more than 1 month expiry/best before is available for the product at the time of dispatch. (This doesn't apply to product having smaller shelf life than 1 month and we can't process refunds for perishables) If you think



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your usage is less, we request you to order smaller variant of the product or get in touch with us via chat support.

## **Exchanges\Return**

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

For nationwide delivery we do not accept return unless wrong item is sent by us or its not in good shape. For local delivery areas, customer can return item which is wrong or damaged at nearest collection point and then we can initiate refund.

Demanding refunds on unreasonable grounds would result in company taking action on processing further orders by the customer.

## **Refunds Process**

Any refund due will be credited within 3-5 working days of us receiving the goods.

We have a policy of under £5 refund as store credit, as the bank charges £2 transaction fee for each refund transaction under £5, we don't want to pass this cost to the customers, that's the reason we give the refunds back as store credit and there is no time limit on the usage of the store credit. It can be used even after a few months/years.

For refunds above £5 we give it back to the card directly. .