

Cancellation & Return Policy

At **Semman Native Store**, we take pride in the quality and purity of our farm-fresh products. Due to the nature of organic food items and perishables, we have established the following policy regarding returns and cancellations.

1. Returns & Exchanges

Food & Perishable Items: To maintain hygiene and food safety standards, we **do not accept returns** on food products (oils, flours, spices, etc.) once they have been delivered.

Non-Food Items (if any): For non-perishable items, you may request a return within [**e.g., 48 hours**] of delivery, provided the item is unused and in its original packaging.

2. Damages and Issues (The "Purity Guarantee")

We want you to receive your products in perfect condition. Please inspect your order upon reception and contact us immediately (within **24 hours** of delivery) if:

- The item is defective or damaged (e.g., oil leakage, broken seal).
- You received the wrong item.
- An item is missing from your order.

To process a claim for damage:

- You must provide a **clear photo or video** of the damaged product and the outer packaging.
- Once verified, we will either send a **replacement** at no extra cost or issue a **refund** to your original payment method.

3. Cancellations

- **Before Dispatch:** You can cancel your order within [**e.g., 4 hours**] of placing it for a full refund. Please contact us via WhatsApp or Email immediately for cancellations.
- **After Dispatch:** Once an order has been handed over to the courier partner, it cannot be cancelled.

4. Refunds

- If a refund is approved, it will be processed automatically to your original payment method within **5–7 business days**.
- Please remember it can take some time for your bank or credit card company to process and post the refund.

5. Non-Returnable Items

The following items cannot be returned or exchanged:

- Opened or used food containers/bottles.
- Items purchased during a "Clearance Sale" or "Flash Sale."
- Items where the vacuum seal or original "Semman" branding has been tampered with.

6. Contact Us

For any return or refund-related queries, please reach out to our team:

- **WhatsApp:** 9791592129
- **Email:** semmannative@gmail.com
- **Address:** 2/193-A, Srinivasa Nagar, Pattanam Pudur, Pattanam (PO),
Coimbatore – 641 016