



Return Policy

1. The terms of the Consumer Protection Act are adhered to and followed by our returns policy
2. Food that spoils quickly: You may return a perishable product for a voucher or replacement if it has a physical defect (i.e., it is objectively not up to the required standard) and you are not pleased with the product's quality;

The following conditions must be met before a product can be returned:

- Proof of purchase must be provided (till slip)
 - The product must be returned in its original packaging and with the barcoded label
 - The product must be returned before the label's expiration date
 - The product must be defective or of inferior quality.
3. It's crucial to remember that the majority of our items are perishable, so you should be careful to adhere to the suggested storage guidelines. We are unable to accept any returns for products that were handled or stored improperly by you.
 4. We reserve the right to send any returned product for technical analysis if and where required upon receiving the returned goods. Technical analysis can/will include the comparing of our retention samples with the product in question by a qualified service provider. The outcome of the return may be done based on the professional recommendation and results from the service provider.
 5. Due to our obligation and commitment to public health and safety, we cannot accept returns of perishable products that have been bought incorrectly due to customer fault or where a customer had a change of mind. Please check all your purchases upon delivery or receipt thereof, or before leaving any of our stores.
 6. Non-perishable goods: Non-perishable goods may be returned within ten (10) business days of delivery or purchase, provided that the following conditions are met:
 - The item is returned with the barcoded label attached and the proof of purchase is given (till slip or item label)
 - We reserve the right to investigate any returns, and in some circumstances, a technical response delay of 10 business days is permitted.

Refund / Cancellation Policy

- Only cancellations made within two hours of the order being registered will be processed.
- A refund or partial refund may be requested before the order is processed.
- We may offer to provide you a voucher or a refund for your order that cannot be fulfilled due to an act of God.
- Your order cannot be cancelled or reimbursed after it has been successfully delivered.
- No refunds apply once the order was processed and delivery has been scheduled.
- Within 24 hours of receiving your cancellation request, we will provide a refund voucher.