Refund Policy At Kandy Grocer, we strive to ensure customer satisfaction with every purchase. If you are not completely satisfied with your order, we offer a refund policy under the following conditions:

1. **Eligibility for Refunds:**
    - Refund requests must be made within **7 days** of receiving your order.
    - The product must be unused, in its original packaging, and in the same condition as received.
    - A valid receipt or proof of purchase is required.
2. **Non-Refundable Items:**
    - Perishable goods such as fresh produce, dairy products, and frozen foods.
    - Items purchased on clearance or promotional discounts.
    - Opened or partially used products unless they were damaged upon delivery.
3. **Refund Process:**
    - To initiate a refund, contact our customer service team at support@kandygrocer.co.nz with your order details.
    - Approved refunds will be processed within **7-10 business days** to the original payment method.
    - Shipping fees are non-refundable unless the return is due to an error on our part.
4. **Damaged or Incorrect Items:**
    - If you receive a damaged or incorrect item, notify us within **48 hours** of delivery with photos of the issue.
    - We will either provide a replacement or a full refund, including shipping costs.