Return Policy At Kandy Grocer, we accept returns on select products to ensure customer satisfaction.

1. **Eligibility for Returns:**
    - **Returns must be initiated within 7 days of receiving the product.**
    - **The product must be in its original, unopened packaging and unused.**
    - **A receipt or proof of purchase is required.**
2. **Items Not Eligible for Return:**
    - **Perishable food items, including fresh produce, dairy, and frozen products.**
    - **Items that have been opened, used, or tampered with.**
    - **Clearance or sale items.**
3. **Return Process:**
    - **Customers must email returns@kandygrocer.co.nz with order details and reason for return.**
    - **Customers are responsible for return shipping costs unless the return is due to an error by Kandy Grocer.**
    - **Once we receive and inspect the returned item, we will process a refund or exchange.**
4. **Damaged or Incorrect Items:**
    - **Report any damaged or incorrect products within 48 hours of delivery.**
    - **We will arrange for a replacement or refund, including shipping costs.**