

MALANKARA PLANTATIONS LIMITED

PRODUCT RETURN, REPLACEMENT POLICY

Thank you for purchasing products from www.malankaraplantations.com. By placing an order through our website, you acknowledge and agree to the following policy.

1. NO RETURN POLICY

Due to the perishable and consumable nature of products falling under the Food and Beverage category, all products sold through our website are non-returnable and non-refundable once delivered.

The Company does not accept the physical return of any product under any circumstances, except where mandated under applicable law.

2. LIMITED REPLACEMENT FOR VERIFIED QUALITY ISSUES

If you believe that a product delivered to you suffers from a genuine manufacturing defect or quality issue at the time of delivery, you must notify us within 48 hours from the time of delivery by writing to _____ with:

- your order number;
- clear photographs/videos of the product and packaging; and
- a brief description of the concern.

Failure to notify within the above period shall be deemed as acceptance of the product in good condition.

Upon receipt of the complaint, the Company may, at its sole discretion, review and assess the claim. The Company reserves the absolute right to determine whether the complaint constitutes a genuine quality issue.

If the complaint is verified by the Company, the Company may, at its sole discretion:

- provide a replacement product of similar nature and value; or
- provide store credit; or
- offer any other reasonable commercial resolution deemed appropriate.

No cash refund shall be issued except where required under applicable law.

CONTACT DETAILS

Malankara Plantations Ltd.

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