

Refund Policy for NepNeeds.com

At NepNeeds, we are committed to providing high-quality Nepali grocery items, including food and snacks, to our customers. We strive for your complete satisfaction with every purchase. This Refund Policy outlines our process for handling refunds, returns, and exchanges in compliance with Australian Consumer Law (ACL), administered by the Australian Competition and Consumer Commission (ACCC). Under ACL, you have statutory rights to remedies (such as repair, replacement, or refund) if our products fail to meet consumer guarantees, including being of acceptable quality, matching their description, or being fit for purpose. These rights cannot be excluded or limited by this policy. For example, if a product arrives damaged, spoiled, or not as described, you are entitled to a remedy regardless of the time frames below.

If your issue falls under consumer guarantees (e.g., faulty goods), we will provide an appropriate remedy at no extra cost to you. For non-faulty items, our voluntary return options are outlined below. Please note that perishable goods like fresh food items have specific restrictions due to food safety and hygiene reasons.

1. Order Cancellations (Before Dispatch)

- You may cancel or modify your order at any time before it is dispatched for delivery or shipping.
- To do so, contact our customer service team immediately via email at contact@nepneeds.com or through our website's contact form.
- If canceled before processing, you will receive a full refund to your original payment method within 5-7 business days. No fees will apply.

2. Refunds for Faulty, Damaged, or Incorrect Items

- If you receive a product that is damaged, defective, spoiled (e.g., perishable food that has gone bad in transit due to our error), or not as described (e.g., wrong item or incorrect labeling), please notify us within 48 hours of delivery.
- Contact us at contact@nepneeds.com with photos of the issue, your order number, and details. We will arrange a free return (if needed) and process a full refund or replacement at our discretion, in line with ACL requirements.
- For major failures (e.g., the product is unsafe or substantially unfit for purpose), you can choose the remedy: refund, replacement, or repair.
- For minor failures, we may choose the remedy, but it must resolve the issue promptly.

- Refunds will be issued to your original payment method within 7-10 business days after we receive and inspect the item (or confirm the issue for non-returnable cases).
- We do not deduct any amounts from refunds for "use" or other reasons, as per ACL.

3. Change of Mind Returns (Non-Faulty Items)

- We offer returns for change of mind on eligible items within 14 days of delivery, provided the items are unopened, in original packaging, and in resalable condition.
- Process:
 1. Contact us at contact@nepneeds.com within 14 days of delivery to request a return authorization.
 2. Return the item to our warehouse (address provided upon approval) at your expense. We recommend using tracked shipping.
 3. Once received and inspected (within 3-5 business days), we will issue a full refund to your original payment method within 5-7 business days.
- Return shipping costs are your responsibility unless the return is due to our error.
- **Exchanges:** If you prefer an exchange for a different item of equal value, we can arrange this upon return inspection. Shipping costs for the exchange item may apply.

4. Special Rules for Perishable and Hygienic Goods

- Many of our Nepali grocery items, such as fresh foods, dairy, or refrigerated snacks, are perishable and subject to strict food safety standards.
- **Change of Mind:** For perishable items (e.g., fresh produce, meat, dairy, or bakery items), returns must be made immediately to the delivery driver if possible. We cannot accept returns after delivery due to hygiene and spoilage risks. If you change your mind post-delivery, no refund will be issued unless the item fails consumer guarantees.
- **Faulty Perishables:** If a perishable item arrives spoiled, damaged, or unfit (e.g., due to improper packaging on our end), contact us within 24 hours with evidence. We will provide a full refund or replacement without requiring a return, where feasible.
- Shelf-stable snacks (e.g., dry packaged items with >6 months shelf life) follow the standard 14-day change-of-mind policy, if unopened.
- We cannot accept returns on opened food items for health reasons.

5. Non-Returnable Items

The following items are not eligible for returns or refunds, except where they fail consumer guarantees under ACL:

- Perishable goods (e.g., fresh foods, frozen items, or items requiring refrigeration).
- Opened or partially used personal care or hygiene products (e.g., spices if opened, though most are sealed).
- Custom or personalized orders.
- Sale or clearance items (unless faulty).
- Gift cards or digital products.
- Items damaged due to customer mishandling (e.g., improper storage of perishables after delivery).

If you have questions about a specific item, contact us before purchasing.

6. Refund Processing and Timeline

- All refunds are processed to your original payment method (e.g., credit card, PayPal).
- Processing time: 5-10 business days after approval/inspection.
- We do not offer store credit as the sole remedy; you can choose a cash refund if eligible under ACL.
- Shipping costs are non-refundable unless the return is due to our error.

7. Delivery Issues

- If your order does not arrive within the estimated timeframe, contact us immediately. We will investigate and provide a refund or reshipment if the issue is on our end.
- For lost packages, we will file a claim with the carrier and refund you once resolved (typically 7-14 days).

8. Compliance with Australian Consumer Law

This policy is in addition to your rights under the ACL. You can learn more about your consumer guarantees at the ACCC website: www.accc.gov.au/consumers/consumer-

rights-guarantees. If you believe we have not met our obligations, you can contact the ACCC or your state/territory consumer protection agency for assistance.

We reserve the right to update this policy, but changes will not affect orders placed prior. Last updated: September 15, 2025.

If you have any questions, please reach out to contact@nepneeds.com. We aim to respond within 24-48 hours.