

CANCELLATION, RETURN & REFUND **POLICY**

Last Updated: 02 October 2026

At **Zesty Zaps Food and Fruit Products**, we take care to pack our food products properly before dispatch.

Because our products are food items, our products are **generally non-returnable and non-refundable after dispatch or delivery**, except where a return, replacement or refund is appropriate under applicable law or where we determine that the issue is attributable to us.

1. Cancellation Before Dispatch

Customers may request cancellation before their order has been processed or dispatched.

Cancellation requests can be sent to:

info@zestyzaps.com

Once an order has been packed or dispatched, cancellation may no longer be possible.

2. Non-Returnable Products

For food-safety and hygiene reasons, we generally do not accept returns for:

- Dehydrated fruits
- Dehydrated vegetables
- Dehydrated flowers
- Herbs
- Spice powders
- Nuts and dry fruits
- Chocolate products
- Other food products

We generally do not accept returns because of:

- Change of mind
- Personal taste preference
- Incorrect product selected by the customer
- Minor natural variation in colour
- Minor variation in size or shape
- Natural variation in texture or aroma

- Failure to follow storage instructions

3. Wrong Product Received

If you receive a product that is different from the product you ordered, please contact us promptly after delivery.

Please provide:

- Order number
- Photographs of the product received
- Photographs of the shipping label
- Description of the issue

After verification, we may provide an appropriate replacement, refund or other resolution.

4. Damaged Product

If the product has been damaged during transportation, contact us as soon as possible after receiving the order.

Please provide photographs/videos showing the condition of the package and product.

We will investigate the complaint and, where appropriate, provide a replacement, refund or other suitable resolution.

5. Missing Product

If an item is missing from your shipment, contact us with your order number and photographs of the received package and products.

We will verify the order and take appropriate action.

6. Expired or Materially Defective Product

If you believe you have received an expired, materially defective or otherwise non-conforming product, please contact us promptly with photographs and order details.

We will investigate the complaint and provide an appropriate remedy where applicable.

7. Refunds

Where a refund is approved, it will generally be processed through the original payment method or another appropriate method.

The time taken for the refund to appear in the customer's account may depend on the payment gateway, bank or financial institution.

8. Refund Exclusions

We generally do not provide refunds for:

- Customer's change of mind
- Personal taste preferences
- Incorrect product selection
- Incorrect delivery address provided by the customer
- Failure to accept delivery
- Failure to follow product storage instructions
- Minor natural variations in appearance, colour, texture or size

9. Consumer Rights

Nothing in this policy is intended to remove or restrict any consumer right or remedy that cannot legally be excluded under applicable Indian law.

The Consumer Protection (E-Commerce) Rules, 2020 apply to goods and services bought or sold through digital/electronic networks in India.

10. How to Contact Us

For cancellation, return or refund-related queries:

Zesty Zaps Food and Fruit Products

Bina Apartment, Shop No 3,
Bidhanpally,
Madhyamgram,
Kolkata – 700129
West Bengal, India

Email: info@zestyzaps.com

Website: www.zestyzaps.com
