

REFUND POLICY

WEDA.in | Effective Date: 07 October 2026

1. WHEN A REFUND MAY BE PROVIDED

An order may be eligible for a refund where: WEDA cancels due to product unavailability; the delivery address is outside Tamil Nadu, India; a wrong product is supplied and a refund is approved; a product is damaged during delivery and a refund is approved; an item is missing and a refund is approved; an approved return cannot be replaced or exchanged; payment is successfully received but the order cannot be fulfilled; or WEDA otherwise determines that a refund is appropriate.

Refund eligibility depends on the product, circumstances of the order and the applicable Returns & Exchange Policy.

2. FOOD AND PERISHABLE PRODUCTS

Because of the nature of freshly prepared, perishable and consumable products, refunds are generally not available for change-of-mind cancellations, opened products, consumed products or products improperly stored after delivery.

If a customer receives an incorrect, materially damaged or missing product, WEDA may review the matter and provide an appropriate resolution, which may include a refund where applicable.

3. CANCELLATION BEFORE FULFILMENT

If an order is cancelled before preparation, packing or dispatch and the cancellation is approved, the applicable amount may be refunded.

For freshly prepared or perishable products, cancellation may not be possible once preparation or fulfilment has commenced.

4. ORDERS WITH DELIVERY ADDRESSES OUTSIDE TAMIL NADU

WEDA currently delivers products **only within Tamil Nadu, India**.

If a customer makes an eligible payment but provides a delivery address outside Tamil Nadu, WEDA may cancel the order.

Where payment has already been received, the applicable amount may be refunded through the original payment method or another method permitted by WEDA and the applicable payment provider.

5. INTERNATIONAL PAYMENTS

WEDA may accept eligible international payments for selected purchases.

International payment does not mean international delivery.

Customers may make payment from outside India, but the delivery address must be within Tamil Nadu, India.

If an order paid using an international payment method is cancelled and a refund is approved, the refund will generally be processed through the applicable payment provider and may be subject to that provider's procedures, timelines, currency conversion and applicable charges or restrictions.

6. REFUND METHOD

Approved refunds will generally be processed using the **original payment method** used for the transaction.

Where the original payment method cannot receive the refund, WEDA may use another reasonable refund method, subject to applicable payment-provider procedures and legal requirements.

7. REFUND PROCESSING TIME

Once WEDA approves a refund, we will initiate the refund within a reasonable processing period.

The time required for the amount to appear in the customer's account may depend on the payment method, payment gateway, bank or financial institution, card issuer, and international payment processing where applicable.

WEDA does not control the processing time of banks, card networks or third-party payment providers after the refund has been initiated.

8. INTERNATIONAL PAYMENT CURRENCY

Where a payment is made using an international payment method, the amount received by WEDA and the amount ultimately credited back to the customer may be affected by exchange-rate fluctuations, currency conversion, payment-provider policies, bank or card issuer charges, and international transaction processing procedures.

WEDA cannot guarantee that the exact amount received by the customer in their local currency will be identical to the amount originally charged in their local currency.

9. PARTIAL REFUNDS

In certain circumstances, WEDA may approve a partial refund instead of a full refund. The applicable refund amount will depend on the nature of the issue, the product concerned and the circumstances of the order.

10. NON-REFUNDABLE SITUATIONS

A refund may not be available where: the customer has changed their mind after purchasing a non-returnable product; a food or consumable product has been opened or consumed; a product was damaged due to improper handling or storage after delivery; incorrect delivery information was provided and delivery could not be completed; the customer refuses or is unavailable to receive an order without an eligible reason; the claim does not meet the Returns & Exchange Policy; or the product/service is specifically identified as non-refundable.

11. REFUND FOR DUPLICATE OR ERRONEOUS PAYMENT

If a customer believes that they have been charged more than once for the same order or that an incorrect payment has been made, they should contact WEDA promptly with relevant transaction and order details.

After verification, any eligible excess or erroneous payment may be refunded.

12. HOW TO REQUEST A REFUND

To request a refund or report a refund-related issue, please provide:

Order Number:

Customer Name:

Product Name:

Payment Date:

Reason for Refund Request:

Supporting photographs or documents, where applicable:

WEDA may request additional information to verify the order and payment before approving a refund.

13. FRAUDULENT OR UNAUTHORISED TRANSACTIONS

If a transaction is suspected to be fraudulent, unauthorised or otherwise irregular, WEDA may delay, hold, reject or cancel the order while verification is carried out.

Any refund, where applicable, will be processed after the transaction has been appropriately verified.

14. RELATIONSHIP WITH OTHER POLICIES

This Refund Policy should be read together with the Terms & Conditions, Shipping & Delivery Policy, Returns & Exchange Policy and Privacy Policy.

Where a product has specific refund, cancellation or return conditions displayed on its product page, those conditions may also apply.

15. POLICY CHANGES

WEDA may update this Refund Policy from time to time to reflect changes in our products, services, payment arrangements, business practices or applicable requirements.

Any updated policy will be published on this page with a revised **Effective Date**.

16. CONTACT US

For refund-related questions or requests, please contact:

WEDA

Email: wedaindia@gmail.com

Phone: +91 98408 66238

Website: www.weda.in

WEDA

Self Help. | Not Charity.