

RETURNS & EXCHANGE POLICY

WEDA.in | Effective Date: 07 October 2026

1. GENERAL POLICY

Due to the nature of certain products sold through WEDA, particularly **food, freshly prepared, perishable and consumable products**, returns and exchanges may be restricted. We encourage customers to carefully review the product description, quantity, ingredients, storage instructions and other available information before placing an order.

2. FOOD AND PERISHABLE PRODUCTS

For hygiene, safety and quality reasons, **freshly prepared, perishable and consumable food products are generally not eligible for return or exchange** once delivered.

Examples may include: Variety Rice; freshly prepared traditional foods; pickles and other food products; snacks and ready-to-eat products; perishable agricultural produce; and other products specifically identified as non-returnable.

If you receive a product that is incorrect, damaged during delivery, missing, or otherwise materially different from what you ordered, please contact us promptly so that we can review the matter.

3. NON-FOOD PRODUCTS

Certain non-food products may be eligible for return or exchange depending on the product category and its condition.

The product must generally be unused, unopened, in its original packaging, in saleable condition, and accompanied by the original order details.

Specific products may have different return conditions, which will be indicated on the relevant product page wherever applicable.

4. DAMAGED PRODUCTS

If a product arrives damaged, please contact WEDA as soon as reasonably possible after delivery.

Where applicable, please provide: order number; product name; description of the issue; clear photographs of the product and packaging; and any other information reasonably requested by WEDA.

We will review the information and determine the appropriate resolution. Depending on the circumstances, this may include replacement, exchange, refund, or another appropriate resolution.

5. WRONG OR MISSING PRODUCT

If you receive a product that is different from the product ordered, or if an item is missing from your order, please notify us promptly. After verification, WEDA may provide an appropriate replacement, exchange or refund.

6. CHANGE OF MIND

Returns or exchanges may not be accepted simply because a customer has changed their mind after placing an order, particularly for food products, freshly prepared products, perishable products, consumable products, or products that have been opened or used.

For eligible non-food products, a return may be considered subject to the applicable product-specific conditions.

7. RETURN REQUEST PERIOD

Eligible return or exchange requests should generally be submitted **within 48 hours of delivery**, unless a different period is specifically mentioned on the relevant product page.

Requests submitted after the applicable period may not be accepted.

8. PRODUCT CONDITION FOR RETURN

Where a return is approved, the product should generally be returned unused, unopened, in its original packaging, with labels, accessories and accompanying materials where applicable, and in a condition suitable for resale.

Products that have been used, altered, damaged after delivery or otherwise made unsuitable for resale may not be eligible for return.

9. RETURN SHIPPING

Where a return is approved because WEDA supplied an incorrect or damaged product, WEDA may arrange or provide instructions for the return, depending on the circumstances.

Where a return is permitted for another reason, the applicable return delivery cost may be the responsibility of the customer.

The applicable return arrangement will be communicated when the return is approved.

10. EXCHANGE

Where an exchange is approved, replacement will be subject to product availability.

If the same product is unavailable, WEDA may offer an alternative resolution, including a refund where applicable.

11. REFUNDS

Where a refund is approved, it will generally be processed through the original payment method or another method permitted by WEDA and the applicable payment service provider.

The time taken for the refund to appear in the customer's account may depend on the payment provider and financial institution.

For orders paid using international payment methods, refunds will remain subject to the applicable payment provider's processing procedures and policies.

12. INTERNATIONAL PAYMENTS

WEDA may accept payments from customers located outside India using eligible international payment methods.

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

International payment does not mean international delivery.

If an order is cancelled because the delivery address is outside Tamil Nadu, any applicable refund will be processed in accordance with the Refund Policy and applicable payment provider procedures.

13. NON-RETURNABLE PRODUCTS

Unless otherwise specifically stated, the following categories may generally be non-returnable: freshly prepared food; perishable food; opened food products; consumed products; products damaged after delivery due to improper handling or storage; and products specifically identified as non-returnable on the product page.

14. REFUSAL OF RETURN OR EXCHANGE

WEDA reserves the right to refuse a return or exchange where the product does not meet applicable return conditions; the request is submitted after the permitted period; the product has been used, opened or consumed where return is not permitted; damage occurred after delivery due to customer handling or storage; information provided in the return request is inaccurate or misleading; or the product is otherwise excluded under the applicable product-specific policy.

15. HOW TO REQUEST A RETURN OR EXCHANGE

To request a return or exchange, please contact WEDA with:

Order Number:

Customer Name:

Product Name:

Issue / Reason:

Photographs or supporting information, where applicable:

Please use the contact details below.

16. POLICY CHANGES

WEDA may update this Returns & Exchange Policy from time to time to reflect changes in our products, services, business practices or applicable requirements.

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

17. CONTACT US

For return, exchange or product-related concerns, please contact:

WEDA

Email: wedaindia@gmail.com

Phone: +91 98408 66238

Website: www.weda.in

WEDA

Self Help. | Not Charity.