

Refund policy

Q. Can I cancel my Order?

We accept order cancellation only if the order has not been dispatched yet. Please email us on orders@thestateplate.com for any cancellations.

Q. When Can I Return my Order?

1) If the product reaches you in a condition which renders it unfit for use, beyond expiry date etc., we urge you to contact us within 24 hours from delivery. We will analyse the issue through photographs or at our warehouse, as the situation demands, and upon finding that the product has reached you in a condition as stated above, initiate a refund within 48 hours.

2) We do not accept 'Taste' as a factor for returning the product, as we acknowledge and understand that everyone may not have the same/similar taste preferences

3) In case of packaged/branded food products, we will only accept refunds in the case that products has reached beyond the date of expiry, or similar reasons; if there are any quality related issues within the product, the support team of the said brand may be contacted and The State Plate does not hold any liability for the same

4) The final and binding decision for whether the product is eligible for refund, on a case by case basis, lies with The State Plate only.

Q. How will the refunds be processed?

Refund will be initiated within 2 days of acknowledgement of an issue. It will be processed to the original payment source except COD. In case of COD, our team will contact you for your bank account details in which the amount will be credited.