

# Refund Policy for GRO-C

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At GRO-C, we strive to ensure your satisfaction with every purchase. If you are not completely satisfied with your order, please review our refund policy below.

## Eligibility for Refunds

You may request a refund under the following circumstances:

- Incorrect items were delivered
- Damaged or defective products
- Items missing from your order

## Refund Request Process

To initiate a refund, please follow these steps:

1. Contact our customer service team at Nalasopara within 7 Number of Days of receiving your order.
2. Provide your order number and a brief description of the issue.
3. Include any relevant photos (for damaged items) to assist us in processing your request.

## Refund Approval

Upon receiving your request, we will:

- Review the details of your claim.
- Notify you of the approval or rejection of your refund request within hours.
- If approved, the refund will be processed to your original payment method.

## Non-Refundable Items

Please note that certain items may be non-refundable, including:

- Perishable goods (fresh produce, dairy products)
- Items that have been opened and used
- Clearance or sale items (unless defective)

## Exchanges

If you need to exchange an item for a different product, please follow the refund request process. Once your refund is processed, you can place a new order for the desired item.

## Shipping Costs

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund amount, unless the return is due to our error.

## **Changes to This Refund Policy**

We reserve the right to update this Refund Policy at any time. Any changes will be posted on this page with an updated effective date. Your continued use of our services after any modifications constitutes your acceptance of the new policy.