

Title: Return & Refund Policy — GroundTruth Coffee Stores

Content:

GroundTruth Coffee offers a flexible and customer-friendly return and refund policy. This policy applies to both in-store and online purchases.

1. Eligibility Window

Customers may return eligible products within **30 days** of purchase. For perishables (like baked items or fresh beverages), the return must be initiated within **24 hours**.

2. Return Conditions

- Items must be unopened, unused, and in their original packaging.
- For beverages or food products that were incorrect or defective, customers must provide a valid receipt.
- Gift cards and promotional items are *non-refundable*.

3. Refund Method

Refunds are issued to the **original mode of payment**. For digital wallet transactions, the refund may take **2–5 business days** to reflect.

4. Online Returns

For orders placed on our website or mobile app, customers can initiate a return using the “Order History” section.

Return pickup is available in select cities.

5. Non-Returnable Items

- Customized beverages
- Discounted merchandise
- Opened food items
- Free promotional products

6. Contact Support

For any unresolved return-related issues, customers may contact support through email or visit the nearest store.