

Q: What makes Orang Utan Organics different?

A: We offer ethically sourced, tested organic products while actively supporting small landholder Himalayan mountain farmers.

Q: Are your products certified organic?

A: All our products are NABL lab tested for purity and nutrition. In fact, our base village is organic certified.

Q: Do you offer vegan products?

A: Yes! Our entire range is 100% vegan and cruelty-free – no animal-derived ingredients and no artificial additives.

Q: How do I place an order?

A: To place an order, just visit our website: www.orangutanorganics.com. Select your desired product and add to cart.

You can pay online or choose Cash on Delivery (COD).

Got questions about a specific product or special dietary needs?

Q: Can I pick up my order?

A: Yes, absolutely!

You can pick up your order if you're near the Gangotri Valley, located 2300m above sea level and about 250 km north of Rishikesh in the Himalayas.

We'd be happy to welcome you!

Q: What's the shelf life of your products?

A: It depends on the product — but most items have a minimum shelf life of 1 year.

For detailed info, visit our website or just message us — our experts will be happy to guide you.

Q: My order arrived damaged. What now?

A: So sorry to hear that!

Please share a photo of the damaged item via WhatsApp immediately after opening the package. We'll address your issue within 1 hour — we've got your back!

Q: Do you offer bulk/wholesale discounts?

A: Yes! We do offer bulk/wholesale discounts.

Just share your requirements with us on WhatsApp and we'll get back with all the details!

Q: How do you support farmers?

A: A substantial part of your purchase goes directly toward preserving the land and supporting Himalayan farmers.

Want to see your impact? Visit us at www.orangutanorganics.com

Q: What is the price range of your products?

A: Our products start at a minimum cart value of ₹497.

Explore our full range at www.orangutanorganics.com

Need help with any product? Just message us with the product name — we're happy to help!

Q: Do you accept Cash on Delivery (COD)?

A: Yes! We offer Cash on Delivery (COD) across India.

A small fee may apply for remote or distant locations.

Q: What are your delivery areas and timings?

A: We deliver across India within 3–7 business days.

You'll receive a WhatsApp update with your tracking ID once your order is shipped.

Need urgent help? Just reply here — we're on it!

Q: Is shipping free?

A: Free delivery on orders above ₹1000.

For orders below that, a small shipping fee applies.

Q: Where is your store located?

A: Visit us at Village Bhangeli, Gangnani, Uttarkashi, Uttarakhand – 249193, India.

Traveling to Gangotri Valley? Feel free to drop by — we'd love to meet you!

Thank you for supporting ethical sourcing — it means the world to us!

Q: Do you have any product reviews?

A: Absolutely! See what our amazing customers are saying about our ethically crafted products:

- Instagram: @orangutan.organics – Video reviews & stories
- Website: www.orangutanorganics.com – Detailed testimonials

Join our community of conscious buyers — your trust fuels everything we do!

Q: Can I modify/cancel my order?

A: Please inform us immediately!

Changes or cancellations are possible before dispatch – we'll confirm everything with you via WhatsApp.

Q: How do I return my order?

A: Not satisfied? No worries — we make returns easy!

- Initiate within 7 days of delivery
- Message us here with your order number + reason
- Ensure items are unused & in original packaging

We'll email a return label or schedule a pickup (conditions apply).

Refunds are processed within 3–5 business days after we receive the items.

Sustainability matters! Damaged or defective items get priority replacement.

Q: How do I cancel my order?

A: To cancel your order, just message us immediately with your order number!

- If not dispatched: We'll cancel it right away and issue a refund within 3–5 business days
- If already shipped: No worries! We'll help you return it after delivery — no restocking fee

Every cancellation helps us reduce waste — thank you for caring!

Q: What type of products do you sell?

A: We offer Himalayan Red Rice, Himalayan Badri Cow Ghee, Himalayan Red Rajma, Himalayan White Rajma, Himalayan Black Soyabean, and Wild Himalayan Tempering Spice.

Q: What are the prices of products?

A: Himalayan Badri Cow Ghee comes in 3 options: 120 gm for 897 rupees, 295 gm for 1895 rupees and 495 gm for 2595 rupees.

Himalayan Black Soyabean comes in 2 options: 500gm for 497 rupees and 1kg for 897 rupees.

Himalayan Red Rajma comes in 2 options: 500gm for 497 rupees and 1kg for 897 rupees.

Himalayan White Rajma comes in 2 options: 500gm for 497 rupees and 1kg for 897 rupees.

Himalayan Red Rice: 1kg for 497 rupees.

Wild Himalayan Tempering Spice: 23gm for 497 rupees.