

Shipping & Refund Policy

Last Updated: 24th October 2025

This Shipping & Refund Policy applies to all purchases made through **The Vanilla Shop** website at <https://thevanillashop.lk/>.

The Vanilla Shop is operated by **Agroventures Exports (Pvt) Ltd**, located at **No. 48, Sir Marcus Fernando Mawatha, Colombo 07, Sri Lanka**.

1. Shipping Policy

1.1 Delivery Locations

We ship products to:

- **All regions within Sri Lanka**
- **Most international destinations worldwide**

If you are unsure whether your country is supported, please email us at info@thevanillashop.lk and we will assist you.

1.2 Delivery Timeframes

Local Deliveries (Sri Lanka)

- **Colombo & Suburbs:** 1 – 3 working days
- **Outstation:** 2 – 5 working days

International Deliveries

- **Asia & Middle East:** 7 – 14 business days
- **Europe & North America:** 10 – 21 business days
- **Africa & Oceania:** 14 – 28 business days

Delivery times may vary depending on destination country import processing, customs clearance, courier delays, and public holidays.

1.3 Shipping Fees

Shipping fees are calculated based on:

- Delivery destination
- Total weight of order
- Courier rates at the time of purchase

Shipping cost will be shown at checkout before payment.

1.4 Customs, Duties & Import Taxes (International Orders)

International customers are responsible for:

- Customs clearance fees
- Import duties
- VAT / GST / Local taxes
as required by their destination country's regulations.

We are not responsible for delays caused by customs inspections.

1.5 Order Tracking

Once your order is dispatched, you will receive:

- Confirmation email
- Tracking number (where applicable)

Tracking availability depends on the courier selected.

1.6 Failed Deliveries

If delivery fails due to:

- Incorrect address
- Unavailable recipient

- Incorrect contact details

A **redelivery or return fee** may apply.

If a package is returned to us due to incomplete/incorrect information, we can reship at the buyer's expense.

2. Refund & Return Policy

Our products are **food-grade agricultural consumables**, therefore, **we do not accept returns for opened, used, or tampered products.**

However, we do accept **replacement or refund requests** under the following conditions:

2.1 Eligible Refund / Replacement Situations

- The product received is **damaged** during delivery
- The product received is **incorrect** (wrong product/quantity)
- The product is **defective** upon arrival

2.2 Time Window to Report Issues

You must notify us **within 48 hours of receiving your order.**

2.3 Required Proof

Please email us:

- Order number
- Clear photos of:
 - Outer packaging
 - Product(s) received
 - Damaged/defective area (if applicable)

Send to: info@thevanillashop.lk

3. Non-Refundable Situations

Refunds or replacements **will not** be issued if:

- Product is opened, used, or partially consumed
 - Product was damaged due to storage after delivery (moisture, pests, heat, etc.)
 - Refund request is submitted **after 48 hours**
 - Customer **changed their mind** after purchase
 - International orders are delayed due to customs, shipping, or government clearance procedures
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4. Refund Processing

If approved:

- Refunds will be issued to the **same payment method** used at the time of purchase
- Processing time: **5–10 working days** (depending on your bank / payment gateway)

If a replacement is approved:

- Replacement will be shipped at **no additional cost** for local orders
 - **For international customers**, replacement shipping costs may apply
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5. Contact Us

For all shipping, return, and refund-related inquiries:

The Vanilla Shop

Operated by **Agroventures Exports (Pvt) Ltd**

 No. 48, Sir Marcus Fernando Mawatha, Colombo 07, Sri Lanka

 info@thevanillashop.lk