

Nordic Seafood Policies

Cancellation Policy

At Nordic Seafood, we are committed to delivering fresh, high-quality seafood while minimizing waste. When you place an order, we allocate or prepare seafood specifically for you, based on your preferences and order size.

By placing an order and paying the **40% advance**, you acknowledge that you understand your order, are ready to pay the remaining balance upon delivery, and are prepared to receive your seafood on the scheduled delivery day.

If you need to cancel after paying your advance, we are **unable to provide a refund** as the seafood has already been allocated for you. We will, however, do our best to reschedule your delivery to a convenient future date. We kindly ask that orders are placed only when you are certain about your purchase to help us minimize waste and ensure sustainable practices.

Returns & Refunds

Due to the perishable nature of our products, we **cannot accept returns**.

If you are not satisfied with your seafood, please **contact us within 3 hours** of delivery at **info@nordicseafood.com.et**. We may request photos of the product to assess the issue. While we cannot provide refunds, we will review your case and may offer a credit toward your next order or another suitable resolution.

Please note: after delivery, the proper handling, storage, and preparation of seafood is the responsibility of the recipient.

Deliveries

We deliver **fresh and frozen seafood** across Ethiopia. You will receive a notification call or text prior to delivery.

- For regional or remote locations, we may arrange collection from the nearest depot and will provide details after your order is placed.
- We strongly recommend that someone is home to receive the seafood immediately and store it in the fridge or freezer.

Once delivered, the seafood is **at your risk**. Proper handling, storage, and preparation are essential to maintain quality and safety.

Quality, Sourcing & Sustainability

At Nordic Seafood, we prioritize sustainability and the highest quality standards:

- Our seafood is carefully sourced to ensure freshness and traceability.
 - We practice environmentally responsible sourcing to protect marine ecosystems.
 - Orders are prepared in ways that minimize waste and unnecessary packaging, supporting a sustainable approach for both our business and the planet.
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Privacy Policy

Your privacy is important to us. When you place an order or enquire about our products, we may collect your contact details to:

- Notify you about your order
- Send updates on new products, promotions, or events

You may unsubscribe from these updates at any time using the link in our emails or by contacting us directly. **We will never share your personal information with third parties without your consent.**