

Q: What makes Orang Utan Organics different?

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

Q: Are your products certified organic?

A: All products are NABL lab tested for purity and nutrition. Infact 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 or any artificial ingredients.

Q: How do I place an order?

A: Please visit our website www.orangutanorganics.com, select your desired product and add to cart. You can make the payment for your selected product or you can opt for COD. If you have any queries for specific product or specific dietary and nutritional requirements feel free to message and our experts will guide you.

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

A: Yes! COD is available across India. A small fee may apply for distant locations.

Q: Can I modify/cancel my order?

A: Please inform us immediately. Changes are possible before dispatch – we'll confirm via WhatsApp.

Q: What are your delivery areas and timings?

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

Q: How can I track my order?

A: You'll receive a WhatsApp update with tracking ID once shipped. Need urgent help? Reply here!

Q: Is shipping free?

A: Free delivery on orders above ₹1000. Below that, shipping fee applies.

Q: Where is your store located?

A: Visit us at Village Bhangeli, Gangnani, Uttarkashi, Uttarakhand-249193, India. Feel free to visit us if you are travelling to Gangotri valley.

Q: Can I pick up my order?

A: Yes sure!, if you are near by Gangotri valley, which is 2300 mtr above sea level and 250 km from Rishikesh up north in the Himalayas.

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

A: Depends on the products. Minimum shelf life is one year and it varies with product. For detailed information visit our website or feel free to message and our experts will guide you.

Q: My order arrived damaged. What now?

A: Deeply sorry! Please share an image through WhatsApp immediately after opening the package. We'll address your issue within 1 hour.

Q: Do you offer bulk/wholesale discounts?

A: Share your requirements via WhatsApp for more details.

Q: How do you support farmers?

A: A Substantial amount of your purchase goes back to preserve the land and its farmers. To learn more about your impact visit us www.orangutanorganics.com