

Q: What makes Orang Utan Organics different?

A: We offer ethically sourced 🌱, tested ✅ organic products 🏠 while actively supporting small landholder Himalayan Mountain farmers 🏔️👨🌾. We're also the only company in this region based at 7,000 ft above sea level 🏔️.

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! ✅ All our products are 100% vegan 🌱 except our ghee 🧈.

We use no animal-derived ingredients 🚫🐄 and no artificial additives 🚫🧪 in the rest of our range.

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?

No worries! Just message us — our experts 🧑🏫 will be happy to guide you.

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 📦.

📍 For faraway locations like the North-East (NE) 📍, it might take 2-3 extra days.

Q: How can I track my order?

A: 📦 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! 🙋🏻

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 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 offer both bulk 💰 and wholesale 🏢 discounts.

📄 For wholesale/B2B orders, we require your GST number and an advance payment, including shipping charges 🚚.

🔄 Looking for bulk offers (non-B2B)?

📱 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: Are there discounts on my purchase?

A: While our small-batch Himalayan products 🏔️ are priced to ensure fair wages 💚 and conservation support 🌿, ✨ we do offer seasonal promotions and exclusive subscriber deals! 🎉

- ◆ Follow us on Instagram @YourHandle 📱 for surprise offers
- ◆ Join our WhatsApp community 💬 for early access to sales & more!

🙏 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! 🌱