

Returns Policy

This policy forms a part and parcel of your terms of use of this website and you are bound by these.

Ghuge.farm is a website operated by farmers and selling farm produce, primarily fruits, which you are aware, are perishable products. You understand that these fruits cannot be stored beyond a certain time limit. Hence any return is bound to kill the quality of the product.

Hence, as a policy, we do not accept returns, for all products. Exception here are cases where you receive damaged, pressed, squeezed or crushed consignments. In such cases, you may return the consignment, provided you give us a call or send us and email when such consignments reach you. The numbers to call in such cases are 9326025834 or 9137680050, the email id to send an email is ghugefarm@gmail.com.

Cancellation Policy

You are aware that once you place an order, our farmer members harvest the fruits to process your orders. You are aware that fruits once harvested, cannot be put back on to the trees. Hence, as a policy, orders once placed and paid for will not be cancelled. We may, at our sole discretion, consider postponement of your order, provided we get your update soon enough and operationally we are in a position to do so.

Replacement Policy For Bad Mangoes

We, as a farmer body, are committed to give you the best fruits and complete returns for your every rupee. We hope you understand that these are naturally grown fruits and no one can fathom nature. Ratnagiri Mangoes are delicate fruits and they may likely get impacted by unruly weather. You understand that humans like you and us and our behaviour is responsible for climate change, and that is messing up monsoon, summer and winter all across the world. Hence, at time mangoes may go bad from inside or outside.

It will be unfortunate if you receive such mangoes, but you need to understand that we will remain committed to you. Please be assured that we do not pack bad mangoes while we are shipping to you. We understand the power of social media, and pure human behaviour. If we give bad mangoes deliberately, then our brand will soon get a bad name, we will not have repeat customers and we will soon go out of business. So why would we do that?

We are not fly by night operators. We are here for the long term. Hence, we give replacement for bad mangoes. **YES, WE GIVE FREE REPLACEMENT FOR BAD MANGOES.** Hence, we offer replacement in two very specific cases, subject to specific conditions. They are as follows.

We will offer you replacement in two cases.

Damaged Fruits: Though in rare cases, but at times, the courier travel may damage the fruits by the time they reach you. In such a case, the box used to send the fruits to you will be damaged too. If you encounter such a box, we will offer you replacement for such bad or rotten fruits, provided you inform us via call or email within 6 hours of receiving such consignments, and send us pictures of the damaged fruits and box within 12 hours of receiving such consignments. The numbers to call in such cases are 9326025834 or 9137680050, the email id to send an email is ghugefarm@gmail.com.

Bad or Rotten Fruits: Though in rare cases, but at times, fruits that look perfectly good from outside, may be bad or rotten from inside. You understand that this is nature and not a man-made product and we cannot, in spite of all efforts, say for sure what is inside the fruit. If you encounter such fruits, we will offer you replacement for such bad or rotten fruits, provided you inform us via call or email within 6 hours of receiving such consignments, and send us pictures of the damaged fruits and box within 12 hours of receiving such consignments. To simplify this further, this means that when you encounter such fruits, which could be two or three days after receiving the parcel from courier, inform us within the time limit. To make this even clearer, assume that you got the parcel three days ago and the mangoes were not yet ripe, today they ripen, and you cut them, and you find them bad, inform us with pics within the time limit. C’om, we also understand that no one can eat 2 dozen in six hours. You also understand that mangoes are fruits with very short shelf life and should be consumed within that time frame. The shelf life of the mangoes is around four to six days, from delivery to you, after which the taste starts dropping. Developing of wrinkles on the fruit is also a sign of the end of ideal shelf life of the fruits. We have put up this policy to help people get the worth of their money. We are not fly by night operators, who want to run off with your money. The numbers to call in such cases are 9326025834 or 9137680050, the email id to send an email is ghugefarm@gmail.com.

If the whole consignment turns out bad, we replace it. For handful mangoes, we will send you discount codes of the value of the bad mangoes, which you can use on your next order. Please note that Alphonso Mangoes are not supposed to be kept in the refrigerator. Mangoes will go bad if kept in the refrigerator and we will not be liable for refunds or replacements if you keep the mangoes in the refrigerator and they go bad.

Refunds Policy

In the event we are not able to provide you a replacement, for reasons including but not limited to season-ending, not enough production, lack of service of courier, etc, we will issue you refunds for the amount you have paid us. Wherever possible, the refund will be given to the same payment source where the payment was made from. If that is not possible, a refund will be issued to a bank account, the details of which will be asked from the email id which was used to place the order. The refunds will be remitted to your accounts after the end of the mango season, in between 2 to 15 June, every year!

Exceptions

You are aware that the mangoes that we send to you are sent by third party courier companies and they are the best in their work, Porter for instance, which we use. You are aware that when we dispatch mangoes to you, they go out of our control. You understand that they should reach you as soon as possible for them to remain their best. We send you a 'shipped' update to as soon as they are taken over by the courier company and it is your responsibility to ensure that you or someone will be there at the given address to receive the box. This replacement and refunds will not hold good in the case that they have reached your city, but the delivery to you is delayed because you were unavailable, did not answer the call, or requested a later date for delivery. You understand that Fruits and vegetables are perishables and delaying delivery is likely to hasten their perishability. Hence, we will not be liable to give any replacement or refund in such a case when the status checks with the courier company shows that later delivery was requested. As explained above, mangoes have a very short shelf life, and should be consumed in that time frame. We are not liable for any requests for refunds and replacements, after the end of shelf life.