

REFUND & RETURN POLICY

Last Updated: [2nd December, 2025]

At **Shobha's Premium Foods**, we prepare each laddoo fresh and pack it with care. Since food items are perishable, please read our policy carefully.

1. No Return Policy

Due to the perishable nature of our products, we **do not accept returns** once an order has been delivered.

2. Refund Eligibility

Refunds are only provided in the following cases:

- You received a damaged product
- You received a wrong product
- The package was lost in transit

Note: Customers must provide clear **unboxing video and photos** within **24 hours of delivery** for any claim.

3. Conditions for Refund

A refund request must include:

- Order ID
- Photos & video proof
- Reason for the refund

After verification, the amount will be refunded to your original payment method within **7–10 working days**.

4. Cancellation Policy

- Orders can be cancelled **within 2 hours** of placing the order.
- Once the product is prepared or shipped, cancellation is not possible.

5. Late or Missing Refunds

If you haven't received a refund:

- Check your bank account
- Contact your bank
- If still unresolved, contact us at **orders@shobhaspremiumfoods.com**

6. Contact Us

For refund queries, contact us:

- Email: **orders@shobhaspremiumfoods.com**