

CANCELLATION AND REFUND

At Siddharth Mushroom, we strive to provide the highest quality products and exceptional customer service. We understand that occasionally issues may arise with orders, and we are committed to resolving them fairly and efficiently. Below is our comprehensive cancellation and refund policy to ensure transparency and customer satisfaction.

1. CANCELLATION POLICY

Once an order is confirmed, Siddharth Mushroom does not accept cancellation requests. Our products are perishable, and timely fulfillment of orders is crucial to maintain quality and freshness. We appreciate your understanding and cooperation in this matter.

2. REFUND POLICY

We do not accept return or refund requests once an order is confirmed. However, we are committed to working with our patrons to find amicable solutions in the following situations:

2.1 Damaged Product

- Notification: You must notify Siddharth Mushroom of any damaged product within 5 days from the delivery date.
- How to Notify: Send an email to info@siddharthmushroom.com with the order number, image of the invoice, one outer box image, and two clear images of the damaged product.
- Replacement: In case of multiple item shipments, only the affected product can be returned and replaced. We will promptly re-send and replace the damaged product(s).
- Response Time: Emails will be responded to within 24-48 hours, and full assistance will be provided thereafter.

2.2 Missing Product

- Notification: You must notify Siddharth Mushroom of any missing product within 5 days from the delivery date.
- How to Notify: Send an email to info@siddharthmushroom.com with the order number, image of the invoice, one outer box image, and two clear images of the opened box with all items received.
- Replacement: We do not accept refund requests for missing products, but we will promptly re-send the missing product.
- Response Time: Emails will be responded to within 24-48 hours, and full assistance will be provided thereafter.

2.3 Spoiled Product

- Notification: You must notify Siddharth Mushroom of any spoiled product within 10 days from the delivery date.
- How to Notify: Send an email to info@siddharthmushroom.com with the order number, date of packaging/manufacture, and clear images or video of the spoiled product.
- Conditions: We do not accept returns due to variance in taste, texture, color, or aroma. Our products are completely natural and made mostly by hand, so no two batches will be identical. No compromise is made in the natural production process, and we ensure the use of the best natural ingredients to retain maximum nutritional value.
- Resolution: We will work with you to provide an amicable solution. The product will be replaced after due investigation and diligence, and we assure a fair outcome at all times.
- Response Time: Emails will be responded to within 24-48 hours, and full assistance will be provided thereafter.

3. CONTACT US

If you have any questions or need further assistance regarding our cancellation and refund policy, please do not hesitate to contact us at siddharthmushroom@yahoo.com. We are here to help and ensure your satisfaction with our products and services.
