

Cancellation & Refund Policy

(Shangrila Foods Private Limited)

At Shangrila Foods, we strive to provide our customers with the best possible products and service. This policy governs cancellations, refunds, replacements, and delivery-related concerns for orders placed on our official website www.shangrilafoods.in.

1. Order Cancellation

- Once an order has been successfully placed on our website, it cannot be cancelled.
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2. Complaints and Grievances

- If you have any product-related or post-delivery complaints, you must notify us within **15 days of receiving the order**.
- For us to take suitable action, please share an **unboxing video** of the package at the time of opening.
- In case the delivered products are **damaged, defective, or different** from what was ordered, please contact us immediately with relevant proof.



For complaints and grievances, please write to us at: support@shangrilafoods.com

3. Delivery Status

- If you face any delivery-related issue, kindly notify us within **7 days of receiving the delivery confirmation message** from our delivery partner.
 - Appropriate action will be taken after verification.
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4. Refunds and Returns

- Only **defective or damaged products** are eligible for return within **4 working days** from the date of delivery.
 - In such cases, we will arrange for a **replacement**.
 - If you prefer a refund instead of replacement, the amount will be processed through our payment partner within **15 working days**.
 - For faster resolution, please share:
 - Delivery confirmation message, and/or
 - Clear images/videos of the product condition.
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5. Wallet / Cashback (if applicable)

- Cashback or wallet credits (if issued by Shangrila Foods) will expire in **90 days** unless used, as per RBI guidelines.
 - Cashback cannot be combined with other discount codes or offers.
 - Maximum cashback limits and redemption rules will be specified at the time of issue.
 - If an order is cancelled/refunded, the corresponding cashback will be withdrawn from your account.
 - In cases of fraudulent or suspicious activity, Shangrila Foods reserves the right to revoke cashback.
 - Cashback-related usage is also subject to Shangrila Foods' general Terms & Conditions.
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6. International Shipping

- International orders usually reach customers within **7–10 days**.
- Shipping charges are calculated based on weight (per kilogram) and displayed at checkout.
- Orders may be subject to **Customs Duty, Import Duty, VAT, or other government taxes** applicable in the destination country. These charges must be borne by the customer, and Shangrila Foods is not liable for them.
- Shipping charges shown on the website do not include customs/taxes.
- **All international orders are final**—no returns will be accepted. Customers are advised to verify product details before placing international orders.