

# Returns & Replacement Policy

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At **Just Honey Private Limited**, we are committed to delivering pure, unadulterated honey with the highest standards of quality and safety. All our products are **FSSAI approved** and undergo thorough checks before shipping. However, if your order arrives damaged, we're here to make it right.

## Returns

We do **not accept returns** of products unless the item is **damaged during shipping**.

## Replacements

We only offer **replacements**, not refunds, under the following conditions:

- The product was **damaged during delivery**.
- You raise a complaint **within 48 hours** of receiving the order.
- You share **clear images or video proof** of the damaged product by emailing us at [madhu@justhoney.co.in](mailto:madhu@justhoney.co.in).

Replacements will be processed and shipped within **3-4 business days** of approval.

## What if the packaging is tampered with?

If you receive a package that is **leaking, broken, or tampered with**, **do not accept it** from the delivery partner. Instead, take a photo and contact us immediately.

## Who bears the cost of shipping for replacements?

We cover the **entire shipping cost** for valid replacements due to damages during transit.

## Do I need to return the damaged item?

- If the product is in a **returnable condition**, we may request you to return it.
- If the damage is severe (e.g., broken glass bottle or leaking honey), you may **dispose of it safely**, and we'll still issue a replacement.

## Cancellations

You may cancel your order within **24 hours of placing it**. After this window, cancellations are not possible as the order may already be processed or dispatched.

## Special Considerations

For any **special circumstances**, you can write to us at [madhu@justhoney.co.in](mailto:madhu@justhoney.co.in). We review such cases individually and may offer replacements on a **goodwill basis** if the reason is valid.