

Triglav Coffee Return Policy

At Triglav Coffee, we strive to ensure that every product we deliver meets the highest standards of quality. However, we understand that sometimes things don't go as expected. Please read our return policy carefully to understand your rights and the conditions under which returns or exchanges may be made.

1. Return Eligibility:

Defective Products Only

We accept returns and exchanges for defective products only. A defective product is defined as one that is damaged, faulty, or significantly different from what was described on our website at the time of purchase. If your product is defective, we will gladly replace it at no additional cost to you.

Unfortunately, we cannot accept returns or exchanges for products that are:

- Opened or used.
 - Incorrectly purchased.
 - Not defective (e.g., no issues with the product itself).
 - Simply no longer needed or wanted.
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2. Time Frame for Returns:

3-Day Return Period

We offer a limited return window of **3 days from the date of delivery**. After this period, we are unable to process any returns or exchanges, so we encourage you to inspect your order immediately upon receipt.

3. How to Request a Return:

If you believe your product is defective, please follow these steps:

1. Contact Us

Reach out to our Customer Service team at sales@triglavcoffee.in within **3 days of delivery**. Please include:

- Your order number.
- A description of the defect.
- Photos or videos of the defect, if applicable.

2. Return Authorization

Once we've received your request, our team will review the issue and, if applicable, provide you with a Return Authorization. Returns without prior authorization may not be accepted.

4. Return Shipping:

If the return is approved, we will provide you with a prepaid shipping label to return the defective product. The item must be securely packaged in its original packaging (if available) and returned to us as per the instructions.

- **Return Shipping Costs:**

If your return is due to a defective product, we will cover the cost of return shipping. For any other reason, the customer is responsible for the cost of return shipping.

5. Refunds and Exchanges:

- **Exchanges:**

If your product is deemed defective and returned within the allowed time frame, we will replace it with the same product (if available). If the item is out of stock, we will issue a full refund.

- **Refunds:**

If we cannot replace the defective item, a full refund will be processed to the original payment method. Please note that it may take 5-7 business days for the refund to reflect in your account, depending on your bank or payment provider.

6. Non-Returnable Products:

Due to hygiene reasons, we do not accept returns on the following items:

- Coffee beans or ground coffee once opened.
 - Items that have been used or opened.
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7. Damaged Products During Transit:

If your product arrives damaged or defective, please **contact us immediately** (within 3 days of delivery) with clear evidence of the damage (e.g., photos or videos). If the product is confirmed to be damaged during transit, we will either replace the item or issue a refund, based on your preference.

8. Contact Us:

If you have any questions regarding our Return Policy, or if you need assistance with a return, feel free to reach out to our Customer Service team:

- **Email:** sales@triglavcoffee.in
 - **Phone:** 7588356831
 - **Office Hours:** Monday to Friday, 10 AM - 6 PM (excluding holidays)
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9. Right to Modify:

Triglav Coffee reserves the right to modify or update this Return Policy at any time without prior notice. Any changes will be effective immediately upon posting on our website. Please review this policy periodically to stay informed.

We value your satisfaction and are committed to providing the best service possible. Thank you for choosing Triglav Coffee!