

Returns Policy

REFUNDS AND RETURNS POLICY

We are committed to providing high quality, fresh pistachio nuts to our valued customers. However, if for some reason you wish to return a product purchased from our website we will provide a refund or exchange on an Order where (without limitation) the product is faulty or damaged in some way upon receipt by you.

To receive a refund or exchange you must, contact us within 5 days of receiving the Order:

A full refund will be provided once the product has been returned to us.

NB: Please note that in this case, the customer must provide photographic evidence via email of the faulty item to help us conduct a thorough investigation into the matter.

Refunds are issued in the same tender as the original purchase. For example, if the item was purchased using a Visa account, the credit will be refunded to the same Visa Account..

Sungkai Park Pistachios will not accept returns, nor offer an exchange or refund, where:

- i You have chosen incorrectly or mistakenly;
- ii You have changed your mind;
- iii You do not like the taste of the product; or
- iv You have incorrectly treated or stored the product.

Sungkai Park Pistachios reserves the right to decide whether or not to make an exchange or refund until it has received the returned items.

CANCELLATION POLICY

An order can only be cancelled up to the point it is dispatched. We pride ourselves on dispatching orders promptly so to cancel your order please contact us immediately using our website contact form.. You will always receive an email advising you that your order has been dispatched, beyond that point you will need to accept delivery

All credit card payments are processed directly by Australia Post Secure Pay and this process incurs irreversible fees. If you wish to cancel an order, a full refund will be issued, minus any transaction and/or other applicable fees incurred by us due to the cancellation of your order.