

REFUND POLICY

Once an order is confirmed, POULTRIFY will not accept return or refund requests . However, in any of the below situations, we are more than happy to work with our patrons to find an amicable solution that is fair to all parties.

In case of Damaged product

- POULTRIFY needs to be notified of damaged product within 5 days from delivery date via email to care@poultrify.com
- In the email, order number, image of invoice, 1 outer box image, 2 clear images of damaged product to be sent.
- In case of multiple item shipments, only the affected product can be returned and replaced.
- We will be happy to re-send and replace the product(s) promptly and we will work with you on providing an amicable solution.
- Email will be responded to within 24-48 hrs and full assistance will be provided thereafter.

In case of Missing product

- POULTRIFY needs to be notified of missing product within 5 days from delivery date via email to care@poultrify.com
- In the email, order number, image of the invoice, 1 outer box image, 2 clear images of the opened box with all items received to be sent.
- We will be unable to accept a refund request. But, we will be happy to promptly re-send the missing product
- Email will be responded to within 24-48 hrs and full assistance will be provided thereafter.

In case of spoiled product

- POULTRIFY needs to be notified of spoilage of product within 10 days from delivery date via email to care@poultrify.com
- In the email, order number, date of packaging/ date of manufacture, clear images or video of the product to be shared
- We will be unable to accept returns due to variance in taste, texture, colour or aroma. This is because 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, use of best and natural ingredients and we will ensure that maximum nutritional value is retained
- We will work with you on providing an amicable solution.
- Product will be replaced after due investigation and diligence and we assure a fair outcome at all times.
- Email will be responded to within 24-48 hrs, and full assistance will be provided thereafter.