

INDIAN RIVER NATURAL - RETURNS & REFUND POLICY

ALL PRE-ORDERED ITEMS TO BE CONSIDERED FOR REFUND MUST BE CANCELLED 10 DAYS PRIOR TO THE EVENT SALES DATE TO BE ELIGIBLE FOR A FULL REFUND. CANCELLATION OF ITEMS WITHIN 10 DAYS OF THE EVENT SALES DATE ARE NOT ELIGIBLE FOR CANCELLATION AND ARE NON-REFUNDABLE.

ORDERS THAT ARE NOT PICKED UP ON THE DAY OF THE SALE ARE NON-REFUNDABLE.

Our policy lasts 30 days. If 30 days have gone by since your purchase pick-up date, we are not able to offer you a refund or exchange.

To be eligible for a refund of your returned item it must in the original packaging and returned only to one of our sales event locations listed on our current schedule.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back in the mail, it will not be accepted.

Certain items are non-refundable, those are:

NUTS of any kind shelled or unshelled

RAW HONEY

There are certain situations where only partial refunds are granted: (if applicable)

- * If items in your box have already been consumed
- * If items are damaged through transit after purchase
- * If items have not been stored or refrigerated correctly
- * If items are not the color or shape desired

Refunds (if applicable)

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at customercare@indianrivernatural.com.

Sale items (if applicable)

Only regular priced items may be refunded, any sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at customercare@indianrivernatural.com