

Fresh Farm Deli Coffee Bar – Return & Refund Policy

Effective Date: 01.02.2018

At **Fresh Farm Deli Coffee Bar**, we value our customers and strive to provide high-quality food, beverages, and products. Our Return and Refund Policy is designed to comply with the **Consumer Protection Act 68 of 2008 (CPA)** of South Africa, while ensuring fairness and transparency.

1. Fresh Food & Beverage Purchases

Because our coffee, food, and deli products are **freshly prepared and perishable**, we generally **cannot accept returns or offer refunds** once the order has been served or taken away — unless there is a **quality issue or error on our part**.

We will happily offer a **replacement, credit, or refund** if:

- The product was **incorrectly prepared or delivered** (e.g., wrong item or missing items).
- The product is **unsafe for consumption or of unacceptable quality**.
- The product was **spoiled or defective** when received.

Please notify us **immediately** (within 24 hours of purchase) by visiting the store or contacting us using the details below, and provide your receipt or proof of purchase.

2. Packaged Goods & Retail Products

For **non-perishable, sealed retail items** (such as coffee beans, branded merchandise, or packaged deli goods):

- Returns are accepted within **7 days of purchase**, provided items are **unopened, unused, and in their original packaging**.
 - A **valid receipt or proof of purchase** is required.
 - Refunds will be processed to the **original payment method** or as a **store credit**, at your preference.
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3. Incorrect Charges or Payment Errors

If you believe you have been **incorrectly charged**, please contact us with your receipt and payment details. Once verified, we will issue a **refund or adjustment** as soon as possible.

4. Refund Processing Time

Approved refunds are generally processed within **5–7 business days**.
(Refund times may vary depending on your bank or payment provider.)

5. Contact Us

If you have any questions, concerns, or wish to request a return or refund, please contact:

Fresh Farm Deli Coffee Bar

📍 414 Lea Street, Constantia Glen Village, Waterkloof Glen, 0181

☎ (+27) 66 342 5374

✉ admin@freshfarmdelicoffeebarpta.co.za

🕒 Mon – Fri: 08h00 to 17h30 / Sat: 09h00 to 15h00

6. Your Rights

This policy is subject to the **Consumer Protection Act (CPA)** and does not limit any of your statutory rights as a consumer under South African law.

