



Martha's Peruvian Chilli Returns Policy

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Refund or replacement of faulty products

We pride ourselves on only selling high quality products and we carefully inspect and pack every item to ensure that we meet your expectations.

We will replace any product that arrives at its destination faulty or damaged. Notification of faulty or damaged products must be received by us within 48 hours of you receiving the faulty goods.

Under these circumstances, please follow the return procedure and include details and photo(s) of the faulty goods. After review we will provide a replacement product or a full refund, whichever you prefer. If required we will ask you to send the faulty product back to us.

Return of undamaged products

We will provide a full refund, less the cost of shipping the items back to us, for returns of undamaged products, provided:

- You notify us of your intention to and reasons for returning the item(s) within 21 days of us shipping your order to you.
- The item(s) returned have not been opened, damaged, used and are in 100% re-saleable condition when we receive them.
- The item(s) is securely packed and sent back to us via Registered Post or a Courier service to ensure the package is received by us.

Return procedure

1. Send an email to info@marthasperuvianchilli.com.au stating your order number (located on your invoice) and the item(s) you wish to return. If the goods are faulty please include a detailed description and photo(s) of the faulty goods.
2. We will assess and respond via email within 2 business days, advising the next steps.