

Mhudi Wines Returns and Refund Policy

Overview

We will offer you an exchange or full refund within 30 days of notifying us of the problem with your purchase provided that applicable terms and conditions are met.

To be eligible for a return, your return item must be unused and in the same condition that you received it. It must also be in the original packaging.

To process your return, we require a receipt, proof of purchase or an invoice.

There are certain situations where only partial refunds will be granted.

Exchanges

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 info@mhudi.com and the product will be picked up from the premises at which it was delivered, and the replacement delivered.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund claim.

If the refund is approved, then it will be processed, and a credit note of the approved amount sent to you for payment.

Late or missing refunds

If you haven't received a refund yet within 30 days of the approval, 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.

Date of Compilation: 07/04/2022

Date of Revision: 07/04/2023

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POLICY

MHUDI FAM TRUST RETURNS AND REFUND

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

Sale item

Only regular priced items may be refunded. Sale items cannot be refunded.

Gifts

If the product was marked as a gift when purchased and shipped directly to you, follow the return, replacement, and refund process.

Replacements will be sent to you as shall be arranged.

If the product wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver.

Shipping returns

To return your product, you should mail your product information to info@mhudi.com.

We will collect the product from the delivery premises on a day and at a time that we shall agree upon.

If a replacement product is to be delivered to you depending on where you live, the time it may take for your exchanged product to reach you may vary.

Need help?

Contact us at info@mhudi.com for questions related to refunds and returns that may not have been covered above.