



Return, Refund & Replacement Policy – Modern Dairy

Modern Dairy is committed to customer satisfaction and quality service. Please read this policy to understand the terms for returning, replacing, or requesting a refund for products purchased through our website or app.



General Return Eligibility (within 72 Hours of Invoice)

You may return a product within 72 hours of the invoice if:

- The product has not been used or altered in any way
- The product is not fresh, expired, or has quality issues (e.g., taste/smell)
- The product is intact, in saleable condition, and accompanied by the original invoice
- You received a damaged/defective item, missing parts, or the wrong product



Non-Returnable Products

The following product categories are non-returnable, **except** for cases of damage, defects, or incorrect delivery reported **within 2 hours** of receiving the order:

- Perishable food: Butter, milk, cheese, dahi, vegetables, fruits, bakery items, beverages
- Disposable items: Use-and-throw products, tissues, plates, napkins
- Seasonal/Festive: Gift packs, decor items
- Bulk purchases
- Personal utility items: Undergarments, socks, cosmetics
- Fresh non-food items: Flowers, banana/mango leaves
- Auto Care products



*In these cases, please contact **Modern Dairy Customer Support** within 2 hours of delivery.*

Non-Returnable (with exceptions for damage / defect / incorrect item)

Category	Return Policy
Fruits & Vegetables	Non-returnable. Contact us within 2 hours for any issues.
Dairy & Bakery	Non-returnable. Contact us within 2 hours for any issues.
Staples (Grocery)	Non-returnable. Contact us within 2 hours for any issues.
Disposable Products	Non-returnable. Contact us within 2 hours for any issues.
Auto Care Products	Non-returnable. Contact us within 2 hours for any issues.

Refund Process

- **Online Payments** (Credit/Debit/Net Banking/UPI): Refunds will be credited to the original payment source within **7 working days**.
- **Cash on Delivery Orders**: Refunds will be issued in **cash or store credit**.
- For eligible returns, a **credit note** may also be issued, usable for future purchases.

Manufacturer Warranty Products

Items covered under manufacturer warranty cannot be returned to **Modern Dairy**. Please contact the manufacturer's after-sales service directly. **Modern Dairy** is not liable for such products.

Policy Rights

Modern Dairy reserves the right to modify or cancel any part of this policy at its sole discretion, without prior notice. All decisions made by **Modern Dairy** regarding returns and refunds are final and binding.

Need Help?

- **Customer Support**: 9881232966 (8 AM – 6 PM, all days)
 - **Email**: info@moderndairy.in
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