
Pricing, Delivery, Return, Refund, and Cancellation Policy

When you use our Services, you agree to the terms outlined in this Pricing, Delivery, Return, Refund, and Cancellation Policy, along with our [Terms and Conditions].

As a visitor or customer of the website and/or mobile app, you are advised to read the Terms & Conditions carefully. By accessing and using the services provided by **Modern Dairy**, you agree to be bound by these terms.

Pricing and Availability

- All product prices listed on the website and/or mobile app at the time of ordering are the prices that will be charged at the time of delivery.
- We may, at our sole discretion, offer select products at discounted prices for a limited time.
- All prices are inclusive of applicable GST unless stated otherwise.
- We provide product availability information on each product page. However, in rare cases, some products you order may become unavailable. In such cases, we will notify you via SMS or WhatsApp during order processing.
- Please note that all dispatch and delivery timelines are estimates and may vary.

Delivery Policy

- Delivery is free for all orders above ₹200. For orders below ₹200, a nominal delivery fee will be applied at checkout.
- In the event of a delay—whether due to internal reasons or customer unavailability—**Modern Dairy** is not obligated to offer compensation.
- Full payment for the order must be made before or at the time of delivery.

Cash on Delivery (COD) Terms:

- If you choose to pay using a debit/credit card/UPI upon delivery, **Modern Dairy** will attempt to provide a card-swiping machine/QR Code. If the machine/QR Code is unavailable, you must pay in cash.
- Delays or requests for extended time to pay are not permitted once the order is delivered.

Compensation for Inconvenience:

- **Modern Dairy** may offer compensation for inconveniences, solely at its discretion, through digital payment methods only.
- Compensation, if any, will be issued as a separate transaction and cannot be deducted from your payable order amount.
- You agree to pay the net payable amount (after any item returns) in full. No exceptions will be made under any circumstances.

Cancellation Policy

A. Cancellation by the Customer

- You may cancel your order before it enters the “Preparing Your Bag” stage. Please refer to the order tracking page to confirm the status.
- No cancellation charges will apply in such cases.
- If **Modern Dairy** is unable to deliver the order within your selected time slot, you may cancel the order or choose from alternative time slots offered. No cancellation fee applies in these cases.

B. Cancellation by Modern Dairy



- **Modern Dairy** may cancel an order at its discretion for reasons including (but not limited to):
 - Out-of-stock products: Alternate time slots may be offered.
 - Unavailability of delivery personnel: Alternate time slots may be offered.
 - Incorrect or incomplete address: A cancellation fee may apply.
 - Suspected fraudulent orders or emergencies.
 - Violation of **Modern Dairy's** Terms of Use or internal policies.

 **Modern Dairy** maintains a blacklist of fraudulent users and may restrict access to services or cancel their future orders.

Return & Refund Policy

- Perishable items such as fresh produce and dairy are not returnable, except in cases of spoilage, damage, or expired goods at the time of delivery.
- In such cases, notify us within 24 hours by emailing info@moderndairy.in or calling our customer care team.
- Once verified, a refund will be processed to the original payment method within 5–7 business days.

Customer Support

-  Email: info@moderndairy.in
 -  Call Centre: 9881232966 (8 AM to 6 PM, all days)
-