Overview & Policy Scope

Thank you for choosing Alco Enterprises. We aim to ensure every tea order reaches you in good condition.
If you experience a problem with your order, please contact customer support promptly.
Any concern regarding a delivered order should be reported within the applicable time period.
Requests submitted after the stated period may not be eligible for replacement or refund.

1. CANCELLATIONS

- Customers may request order cancellation before dispatch. Requests should be submitted immediately.
- Once an order is dispatched, cancellation is no longer possible.
- For eligible pre-dispatch cancellations, refunds will be credited to the original payment method.
- If Alco Enterprises cancels an order due to stock or logistics, a full refund will be processed promptly.

2. REPLACEMENTS

- Because tea is a consumable food item, returns of opened or used products are generally not accepted.
- Replacements are provided upon verification for: Damaged product, Incorrect product received, Missing item from order, Damaged/compromised packaging, or Expired/incorrectly labelled item.
- To investigate, customers must provide order number, invoice, and clear photographs.

3. RETURNS

- Due to food-safety regulations, opened, used, or consumed tea products cannot be returned.
- For unopened, intact products, customers must contact support before initiating any return.
- Do not return any product without prior written confirmation and instructions from our team.

4. REFUNDS

- Approved refunds are processed to the original payment method or another agreed suitable method.
- Refund processing times depend on banks/gateways (typically 5-7 business days).
- Shipping or payment gateway handling charges may be non-refundable where permitted by law.

5. WRONG OR MISSING PRODUCTS & 6. DAMAGED PACKAGE

- If an item is missing or incorrect, provide order ID and photos for swift replacement.
- If outer packaging appears damaged upon delivery, please photograph package before opening.
- Promptly contact customer support with photographs and order details for investigation.

7. EXPIRED OR QUALITY-RELATED ISSUES

- If a product appears expired, contaminated, or unsafe, DO NOT consume it.
- Contact us immediately with batch details and date markings. Verified cases receive full replacement/refund.

8. NON-ELIGIBLE CASES

- Issues resulting from improper storage, misuse, taste preference, or change of mind are non-eligible.
- Opened, consumed, or mixed tea products are not eligible unless a verified quality issue is confirmed.

9. HOW TO REQUEST & 11. CONTACT INFORMATION

To submit a claim, please provide: Order ID, customer name, invoice, clear photos/videos, and description.
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Email: thewamitea@gmail.com | Phone / WhatsApp: +91 9796451386
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