

Return Policy

WHAT IS OUR RETURN POLICY?

In the case of damaged goods during shipment or mismatch item (s) upon receipt, you may send it back to the Company. However, please kindly ensure that:

- the return of the item(s) must be made within 7 days from the date it was received.
- damaged or mismatched item(s) is returned together with the original box and receipt.

WHAT IS OUR RETURN POLICY ON MISSING ITEM(S)?

For missing item(s) upon delivery, please contact us at harisfarmssupport@hotmail.com. Our staff will further assist you on the matter. However, for a new item to be given in exchange, you are subject to provide us with all the necessary documentary proof to suffice that you indeed did not receive the missing item(s).

WHAT IS OUR RETURN POLICY ON LATE DELIVERY DUE TO UNFORESEEN CIRCUMSTANCES?

Late delivery caused by unforeseen circumstances (i.e., natural disasters, COVID outbreak or any other circumstances beyond our control) or peak season is not valid for return and exchange.

WHAT WILL I GET IN RETURN FOR DAMAGED OR MISSING ITEM(S)?

For damaged or missing item(s), you may exchange (or obtain) an item of the same price.

HOW DO I RETURN MY ITEM(S)?

Please email your inquiry to harisfarmssupport@hotmail.com with the subject "Return Item". We will assist you as soon as possible. Please allow 7 working days for your inquiry to be processed. However, to speed up the process of your inquiry, kindly attach your email with a picture(s) of your item(s) to best describe the damaged item and its condition.

HOW LONG WILL THE PROCESS TAKE?

Please allow a minimum of 14 working days from the date we receive your item(s) for us to process your request.

HOW ABOUT POSTAGE CHARGES ON GOODS RETURN?

The customer will have to bear any postage fees and/or shipping charges incurred for the returned item to be assessed by the Company.