



HUDSON
HARVEST

Hudson Harvest Return & Refund Policy

Acceptable Reasons for Returns/Refunds:

1. Product damaged or quality issues
2. Incorrect item shipped
3. Product close to or past their expiration date upon delivery
4. Product missing at delivery

Returns due to personal preference or change of mind are not accepted.

Timeframe for Reporting:

Upon receiving your order, please confirm it was received in full and of good quality. If you find any discrepancies or issues, you can return the product at that time. Our driver will make a note of it at the bottom of your invoice so we are aware of the return and can process your refund. Please sign this marked-up invoice.

If the issue is not resolved or identified at the time of delivery (or if the order was dropped off without you present), you must report the issue and request return *within 48 hours of the delivery date*.

Notification Process:

To receive a refund after delivery, please contact our Customer Experience team at [sales@hv-harvest.com] or directly reach out to your sales representative. You will need to provide your invoice number and a detailed explanation of the issue.

Documentation:

Please provide photographs of the issue, photographs of the labels (vendor and Hudson Harvest labels), your invoice number, and any other relevant documentation to support your request. Photographs must clearly show the issue.

Returning the Product:

Items must be returned to receive a refund, unless an exception is communicated by Hudson Harvest. Exceptions will be made based on perishability, logistics, and other factors.

Returned products must be unopened, unused, and in their original packaging. For perishable items, it's imperative that the products are stored at the correct temperatures (reach out with any questions).

Communication and Resolution:

We will keep you informed throughout the return process and aim to resolve issues promptly and fairly. Pending receipt of return, the returned item will be refunded from the original invoice.

Replacement:

To receive a replacement, a new order should be submitted.

Continuous Improvement:

We regularly review customer feedback to refine and update our policy for better service.