

Return & Refund Policy for Slavic Snacks

Effective Date: 05/18/2025

Website: <https://shop.slavicsnacks.store>

We want you to be satisfied with your order. Please review our return and refund policy below, in line with **EU consumer protection laws**.

1. Right of Withdrawal (EU Cooling-Off Period)

As an EU customer, you have the legal right to withdraw from your purchase within **14 days** of receiving your order — **no reason required**.

However, returns are **only accepted** if:

- The items are **unopened, unused**, and in their **original condition**
- The request is made **within 14 days** of delivery

2. Items That Cannot Be Returned

We cannot accept returns for:

- Opened food items
- Items damaged after delivery
- Gift cards or promotional offers

3. How to Request a Return

To initiate a return:

1. Email us at support@slavicsnacks.store within 14 days of delivery.
2. Include your order number, the item(s) you'd like to return, and reason (optional).
3. We'll provide return instructions and a return address.

4. Return Shipping Costs

- You are responsible for return shipping costs.
- We recommend using a **tracked service** to avoid loss in transit.
- If the return is due to an error on our part (e.g. wrong item sent), we will cover the return shipping.

5. Refunds

- Refunds are processed within **5–10 business days** after we receive and inspect your returned item(s).
- Refunds will be issued to your **original payment method** (Stripe or PayPal).
- Shipping costs are **non-refundable**, unless the return is due to our error.

6. Damaged or Incorrect Orders

If you receive:

- A damaged product, or
- The wrong item,

Please contact us within **48 hours** of delivery at support@slavicsnacks.store with your order number and clear photos. We'll offer a replacement or refund.

7. Contact

Questions? Email us at:
support@slavicsnacks.store