
Refunds and Cancellation Policy

Effective Date: May 9, 2025

At **1923 Bakehouse**, your satisfaction is at the heart of everything we do. We take great pride in crafting high-quality breads made to order. We understand that sometimes things may not go as expected, and we are committed to resolving such instances with fairness and transparency.

This **Refunds and Cancellation Policy** outlines the conditions under which you may be eligible for a refund or reschedule.

1. Refund Eligibility

We offer a **full refund** to customers who:

- Are not satisfied with the quality, freshness, or condition of the bread received.
- Have a valid grievance related to a mistake in the order (e.g., missing item, damaged packaging).
- Encounter a delivery failure directly attributable to us.

However, please note:

- Items ordered **incorrectly by the customer** (e.g., wrong product or quantity) are **not eligible for refunds** unless an **exceptional case** is reviewed and accepted by our customer service team.
 - All our products are **non-returnable** due to their perishable nature.
-

2. Refund Timeline

Approved refunds will be processed within **5–9 business days** of confirmation via your original method of payment. If payment was made via UPI or bank transfer, we may require your account details to complete the refund.

3. Return / Replacement Policy

We currently do **not offer same-day replacements**. However:

- If you receive a defective or incorrect product, you may raise a complaint within **6 hours of delivery**.
- Once the issue is verified, we will issue a full refund or offer a rescheduled replacement delivery on the next available day.

Please include a photo of the product and your order details to help us investigate the issue promptly.

4. Non-refundable and Non-cancellable Items

The following items and situations are **non-refundable and non-cancellable**:

- Orders placed with **incorrect product selection or quantity by the customer**, unless an exception is approved.
- Products that have been **consumed, damaged after delivery**, or stored improperly.
- Orders cancelled **after dispatch**.

However, we review grievances on a case-by-case basis and encourage you to reach out if you believe your situation qualifies as exceptional.

5. Cancellation Process

To cancel your order, please contact us via **WhatsApp, phone, or email** at least **12 hours before your scheduled delivery slot**. You may:

- Cancel the order with **no cancellation fee**, OR
- Opt to **reschedule your delivery** to a later date without penalty.

We aim to accommodate all reasonable requests to ensure a smooth customer experience.

6. Cancellation Fee


We do **not charge any cancellation fee** for timely cancellations or reschedules. However, **orders cancelled after dispatch or within 1 hour of delivery** may not be eligible for refund.

7. Requirements for Cancellations

To process a cancellation or refund request, please provide the following:

- **Order ID and customer name**
- **Delivery date and time slot**
- **Reason for cancellation or refund**
- **Supporting photos**, if applicable (e.g., for product quality concerns)


You may contact us through:

 Email: hello@1923bakehouse.in

 Phone/WhatsApp: +91 9004661645

Contact Us

We're here to help. If you have any concerns or questions about this policy or your specific order, don't hesitate to reach out.

 Mikelin Nutrition Enterprises

Unit 31, Gaurav Industrial Estate, Kurla West, Mumbai 400070

By placing an order with us, you agree to the terms outlined in this Refunds and Cancellation Policy.
