

No Return & Refund Policy

These terms form an essential part of the terms of service of **TimTim Food Industries** (hereinafter referred to as the **Company**) and are applicable only when the Company directly sells products to you through its website, **biggbites.store** (hereinafter referred to as the **Website**). By using the Website or placing an order, you agree to abide by the terms outlined in this policy. If you disagree with any part of this policy, we kindly request that you refrain from making a purchase.

No Return Policy

Due to the perishable and consumable nature of dry fruits, we **do not accept returns** once an order has been shipped. This policy is in place to uphold food safety regulations and to prevent contamination or tampering.

Before placing an order, we strongly encourage our customers to review the following:

- **Product details, descriptions, and specifications** on our website.
- **Order quantity and accuracy** before finalizing the purchase.
- **Shipping and delivery timelines** to ensure the order reaches you at the right time.

No Refund policy

All sales are **final**, and we **do not offer refunds** under any circumstances, except in cases of valid disputes related to:

- **Cancellation of an order before verification:** If a customer cancels their order before it has been verified, a refund may be issued as per our cancellation policy.

Refund Methods

- **Refunds for Online Payments:** For orders paid via online payment methods, a full refund will be processed to the original payment method. The refund will typically be completed within 5-7 working days from the date of approval.

Order Cancellation Terms

1. Pre-Verification Cancellation

Orders may only be cancelled prior to their verification. Once the order is verified by the Company, cancellation requests will no longer be accepted. Customers are advised to review

their orders thoroughly before confirmation to avoid the need for cancellation.

2. Company Initiated Cancellations

The Company reserves the right to cancel an order at its discretion without any notice to the customer. In such cases, the Company will issue a full refund of the payment made by the customer.

Quality Assurance & Customer Satisfaction

We take immense pride in the quality of our products and ensure they undergo strict quality checks before shipped. However, if you believe your order does not meet the expected standards, please reach out to us.

While we do not offer returns or refunds, we are always happy to address customer concerns and provide support wherever possible. Your satisfaction is important to us, and we will work with you to find the best possible resolution in case of genuine issues.

Important Notes

- All refunds are subject to the Company's review and approval.
- The Company retains the right to modify its return and refund policies at any time without any notice. Customers are advised to refer to the latest policies available on the Company's platform.
- Refund timelines may vary depending on the payment service provider, and the Company shall not be responsible for delays caused by third-party financial institutions.

By proceeding with a purchase, customers agree to the terms outlined in this Return and Refund Policy. For any further assistance, customers can contact the Company's support team via:

Email: support@biggbites.store

Website: <https://biggbites.store> > **account page** > **support/reach us**