

Kathie’s Kitchen Refund & Return Policy

Last updated: October 3, 2025

1. Overview

At Kathie’s Kitchen, we value your satisfaction. Our refund and return policy ensure fairness and transparency for all purchases made through our website, partner stores, or direct orders. Please review the following guidelines before making a purchase.

2. Perishable Items

Due to the nature of our products — which include food items and perishables — we generally do not accept returns or exchanges once the product has been opened, consumed, or stored improperly. However, if you receive a defective, expired, or wrong product, you are eligible for a replacement or refund under the conditions below.

3. Return Eligibility

- The product was received in a damaged or spoiled condition upon delivery.
- The wrong item was sent compared to your order confirmation.
- The product was not as described on the website.
- Return requests are made within 48 hours from receipt of order.

4. Non-Returnable Items

For hygiene and safety reasons, the following items are not eligible for return:

- Opened or partially consumed food products.
- Products damaged due to customer mishandling or improper storage.
- Items purchased during special promotions or marked as “Final Sale.”

5. Refund Process

Once your return request is approved, we will initiate a refund through your original payment method. Refunds typically take 5–10 business days to process, depending on your bank or payment provider.

- Refunds will only cover the product cost; shipping fees are non-refundable.
- We may issue store credit or product replacement for certain cases.

6. Replacement Policy

If your order meets the replacement criteria, we will send a new product at no extra charge. Please ensure that damaged or incorrect items are photographed and reported to our support team for verification.

7. How to Request a Refund or Return

1. Email us at support@kathieskitchen.com with your order details and proof (photo/video).
2. Include your full name, contact number, and order reference number.
3. Our team will review your case within 24–48 hours and contact you with instructions.

8. Cancellation Policy

Orders may be canceled within 1 hour of placement, provided they have not yet been processed or prepared for dispatch. Once food preparation has begun, cancellations will no longer be accepted.

9. Exceptions

In special cases — such as delivery service errors, food safety issues, or defective packaging — we reserve the right to approve exceptions even beyond the standard return window.

10. Contact Us

For any refund, replacement, or policy-related concerns, contact us through:

- Email: support@kathieskitchen.com
- Phone: +63 912 345 6789
- Address: Ozamiz City, Misamis Occidental, Philippines