

Return & Refund Policy

Returns

Due to the nature of our products (fresh and refrigerated food items), opened or refrigerated products cannot be returned.

You have the right to request a return for unopened and non-refrigerated products within 14 days of receipt, in accordance with EU consumer withdrawal regulations.

To be eligible for a return:

- The product must be unopened and unused
- The product must be in its original packaging
- You must be able to provide proof of purchase or an order number

Exceptions

The following items are not eligible for return:

- Opened packages
- Perishable goods such as caviar and refrigerated delicacies
- Products specially customized or prepared for the customer
- Gift cards

Damaged or Incorrect Deliveries

Please inspect your order immediately upon delivery.

If you received a damaged product or an incorrect order, please contact us within 24 hours of receipt at:

- Email: info@persiancaviar.nl
- Phone: +31 (0) 70 322 53 94

If possible, please include photos of the product and packaging so we can resolve the issue quickly.

Refunds

Once we have received and inspected your return, you will receive a confirmation by email.

If your return is approved, the refund will be processed within 5 to 10 business days using the same payment method used for the original purchase.

Shipping costs will only be refunded if:

- the product was delivered damaged; or
- we made an error with your order.

Return Procedure

Would you like to request a return? Please contact us first via info@persiancaviar.nl.

Returns sent without prior approval cannot be processed.

Contact

For questions regarding returns and refunds, please contact:

Persian Caviar

Email: info@persiancaviar.nl

Website: Persiancaviar.nl