

Refund & Return Policy

Thank you for shopping with Raw Honey SA ! We take pride in providing high-quality honey and related products. If you are not completely satisfied with your purchase, we're here to help.

1. Returns

- Due to the nature of our products (perishable food items), we **cannot accept returns** for opened jars or used products.
- If your product arrives damaged, defective, or incorrect, please contact us **within 7 days of receiving your order** at info@rawhoneysa.co.za.
- We may request photos of the product and packaging to process your claim.

2. Refunds

- Once your return request is approved, we will issue a refund **within 7–10 business days**.
- Refunds will be processed to the original payment method.
- Shipping costs are non-refundable unless the return was due to our error.

3. Exchanges

- We currently **do not offer direct exchanges**. If you received a defective or incorrect product, please request a refund and place a new order.

4. Shipping Returns

- If approved, we will provide instructions on how to return the product.
- Please ensure the product is securely packaged to avoid damage during transit.

5. Contact Us

- For any questions or concerns about your order, please reach out to us at:
 - **Email:** info@rawhoneysa.co.za
 - **Phone/WhatsApp:** 082 892 2359

Note: By placing an order, you agree to our Refund & Return Policy.