

Refund Policy

Refund & Returns Policy – TerraFresh Ltd

1. Wholesale Produce

Due to the perishable nature of fresh produce, returns are not accepted.
Customers must report issues within **12 hours** of delivery with photographic evidence.

2. Freeze-Dried Products (Amazon)

Amazon orders will follow Amazon's refund policy and UK consumer law.

3. Incorrect or Damaged Shipments

We will either:

- Replace affected goods where possible, or
 - Provide a credit note
- depending on the situation.

4. Contact

quality@terrafresh.co.uk