

RETURN & REFUND POLICY

At **Pedia HalalMart**, customer satisfaction is our highest priority in our online shopping service.

Article 1. Eligible Returns

Returns or refunds are accepted only under the following circumstances:

1. The product delivered is different from the product ordered.
2. The product is damaged.
3. The order is incomplete due to missing item(s).
4. The product is defective or has quality issues.

Article 2. Return Request Period

Customers must contact the Company by email or telephone within **24 hours** of receiving the product.

If the Company is notified more than 24 hours after delivery, the request for a return or refund may be declined.

Article 3. Non-Returnable Items

Returns will not be accepted under the following circumstances:

1. Change of mind or other customer-related reasons.
2. Products that have been opened.
3. Products that have been used or consumed.
4. Products whose quality has deteriorated due to improper storage by the customer.

Article 4. Refund Method

After the Company verifies the condition and quantity of the product(s) through photographs, videos, or other supporting evidence, the refund will be processed using an appropriate method determined by the Company.

Article 5. Contact Information

Email

pediafood.jp@gmail.com

Telephone

+81-70-1558-5550 (WhatsApp available)