

Returns and Refunds

Returns

We are shipping perishable food items and therefore are not able to accept returns. Unlike items that have a longer shelf life, items that are perishable cannot be restocked or resold.

If you are not completely satisfied with your Oreganic Beef Co. order, please [contact us](#) within five days of receipt. We will happily review your order and any reported issues and offer an appropriate solution. This could include replacement of the product in question, credit towards your next order, or a partial/full refund. Since we are not able to physically access the product, we may ask that you provide photos of the product label and damage reported.

Replacements

We guarantee delivery to the address provided when the order is placed/shipped and when retrieved on the guaranteed delivery date. In the unlikely event that your Oreganic Beef Co. product is damaged due to shipping delays, lost shipments, or perished products we will send a replacement order unless otherwise requested by the customer or in the case of inclement weather. Replacement orders will be sent out the following week after confirming that the original shipment was in unsatisfactory condition. Full refunds are available as an alternative for customers who would like to opt out of receiving a replacement order.

Cancellations

Full refunds are available on any orders that are cancelled at least 24 hours prior to the date of shipment (Before 5:00pm Monday).