

Green Zest Farm Refund & Cancellation Policy

Effective Date: 16 September 2025

Green Zest Farm Refund & Cancellation Policy

Green Zest Farm is committed to providing quality agricultural products, farm experiences, and professional services. This Refund and Cancellation Policy outlines the terms governing cancellations, refunds, and exchanges for all purchases made through our website, online payment platforms, or directly with the farm.

1. General Policy

By making a booking or purchase with Green Zest Farm, customers agree to this Refund and Cancellation Policy. Refunds are processed using the original payment method unless otherwise agreed.

2. Farm Produce and Agricultural Products

Due to the perishable nature of many farm products, including fresh vegetables, herbs, eggs, fruits, and other produce:

- Refunds or replacements will only be issued if products are:
 - Damaged upon delivery;
 - Incorrectly supplied; or
 - Unfit for consumption at the time of delivery.
- Any issue must be reported within **24 hours** of receiving the order.
- Customers may be required to provide photographs or return the affected products before a refund or replacement is approved.
- No refunds will be issued for products that have deteriorated due to improper storage after delivery.



3. Campsite and Farm Experience Bookings

Cancellation by Customer

- **More than 14 days before arrival:** Full refund, less any applicable payment processing fees.
- **7–14 days before arrival:** 50% refund.
- **Less than 7 days before arrival:** No refund.
- Customers may request to reschedule their booking, subject to availability.

Cancellation by Green Zest Farm

If Green Zest Farm cancels a booking due to severe weather, safety concerns, operational issues, or other unforeseen circumstances, customers may choose either:

- A full refund; or
- A credit towards a future booking.

4. Educational Tours and Group Visits

For school tours, educational visits, workshops, and group bookings:

- Cancellations made **7 or more days** before the scheduled visit qualify for a full refund.
- Cancellations made **3–6 days** before the visit qualify for a 50% refund.
- Cancellations made within **72 hours** of the scheduled visit are non-refundable.
- Group bookings may be rescheduled subject to availability.

5. Event Bookings

Deposits paid to reserve event spaces or farm facilities are generally **non-refundable**.

If an event is cancelled by Green Zest Farm due to circumstances beyond our control, customers may receive:

- A full refund; or
- The option to reschedule.



6. Order Cancellations

Orders may be cancelled before processing or dispatch.

Once products have been harvested, packed, prepared, or shipped, cancellations may no longer be possible.

7. Processing Refunds

Approved refunds will normally be processed within **5–10 business days**, depending on the customer's payment provider or financial institution.

Payment processing fees charged by third-party payment gateways may not be refundable.

8. Non-Refundable Items

The following are generally non-refundable:

- Products that have been consumed or partially used;
- Custom or special orders;
- Deposits where specifically stated as non-refundable;
- Services that have already been delivered.

9. Force Majeure

Green Zest Farm shall not be liable for cancellations or delays resulting from events beyond its reasonable control, including but not limited to floods, drought, fire, disease outbreaks, government restrictions, strikes, or other natural disasters. Where practical, alternative arrangements or booking credits may be offered.



10. Contact Us

For refund or cancellation requests, please contact:

Green Zest Farm

Email: greenzestfarm@gmail.com

Website: www.greenzestfarm.com

Please include your order number or booking reference when submitting a refund or cancellation request.

Green Zest Farm reserves the right to amend this Refund and Cancellation Policy at any time. Any updates will be published on our website and become effective immediately upon publication.

