What is your refund policy?

Suise Ubeda - 2026-07-27 - Comments (0) - Refund

Shop Suki Online Store ("shopsuki.ph") complies with the **Republic Act (R.A.) 7394** or the Consumer Act of the Philippines.
Under the **Implementing Rules and Regulations (IRR)** of **R.A. 7394**, The Consumer Act of the Philippines, "a **change of mind** on the part of the customer does not entitle him/her to a refund or exchange." and several types of goods are exempted from being returned. Perishable goods such as food, meats, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases. Unless;
Valid reasons for refund include the following:

- Faulty, defective, or damaged product;
- Product that is not as advertised on the website;
- Wrong item is delivered; or
- The Item has not been received by Customer;

Be sure that all items to be returned are still in their original packaging, with complete accessories and attached price tag.
Customers are covered by our quality guarantee on every product which means that our products will be of satisfactory quality, fit for their purpose and match our description of them to you. If we deliver a product to you that does not meet these requirements, you can contact us for a repair or replacement or, where this is not possible, for a refund.

REFUND PROCESS FOR NON-PERISHABLE ITEMS

1. Contact us immediately via call, SMS/text, email (hello@shopsuki.ph) or through Facebook (m.me/shopsuki.ph) within 7 days of grocery delivery
2. Share with us your personal details (Name, Contact details and order number), details & photos of item(s) to return and reasons why you'd like to return. Please take note of the valid reasons above.
3. If valid, Shop Suki will give you instructions on how to return the item.
4. Once your returns information is received by Shop Suki, we will send you an email or SMS to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

5. If it is approved, then your refund will be processed, and credit will automatically be applied based on your original payment method. If you paid in cash, we will give you credit to use on our site.
6. If you opted for replacement, we will organize a delivery with you.

REFUND PROCESS FOR PERISHABLE ITEMS

Perishable items include fresh meat, fruits, seafoods and chilled products.

1. Contact us immediately via call, SMS/text, email (hello@shopsuki.ph) or through Facebook (m.me/shopsuki.ph) within 2 days of grocery delivery. Concerns raised outside of this time period are not eligible for a refund or replacement.
2. Share with us your personal details (Name, Contact details and order number), details & photos of item(s) to return and reasons why you'd like to return. Please take note of the valid reasons above.
3. Once your returns information is received by Shop Suki, we will send you an email or SMS to notify you of the approval or rejection of your refund or replacement.
4. If it is approved, then your refund will be processed, and credit will automatically be applied based on your original payment method. If you paid in cash, we will give you credit to use on our site.
5. If you opted for replacement, we will organize a delivery with you.

Additional information for payments via debit or credit card online:

Partial/Full Refund of Account – Full refund will be processed on the same day while partial refund will be processed the next day (11:00 PM cutoff for daily transactions) but reversal to the account will depend on the issuing bank. Usually, it would take 3-5 weeks before the refund would be reversed to the issuing bank.

Gifts (if applicable)

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

Shipping returns (for non-perishable items)

Please contact our customer service to arrange a pick up of non-perishable items for refund or returns.

If you have any questions about this Refund Policy, please contact us:

1. By Email Address: hello@shopsuki.ph
2. By visiting this page on our website: https://shopsuki.ph/

3. By Mailing Address: Jose Catolico Sr Ave. Barangay Lagao, 9500 General Santos City, Philippines.
4. By Facebook Messenger: m.me/shopsuki.ph