

Privacy Policy

At Daurau Farm Sahi, we value your trust and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard your data when you interact with our website, services, or products.

1. Information We Collect

Personal Details: Name, phone number, email ID, billing/shipping address.

Transaction Data: Payment information, order history, invoices.

Technical Data: Device information, browser type, IP address, and cookies.

Optional Information: Feedback, queries, and responses to surveys.

2. Use of Information

We use your information for:

Processing and delivering orders.

Communicating updates, offers, and promotions.

Improving product quality and user experience.

Meeting legal and regulatory requirements.

We do not sell or rent your personal data to third parties.

3. Sharing of Information

With service providers for payment processing, logistics, or IT support.

When required by law or government authorities.

With consent, for marketing collaborations.

4. Data Protection

Secure servers with encryption and restricted access.

Regular audits to ensure compliance.

Limited access given only to authorized employees.

5. User Rights

Request correction/update/deletion of your personal data.

Opt-out of marketing communications.

Contact us at Sahi@dauraufarms.com for data-related concerns.

6. Cookies Policy

We use cookies to personalize content, analyze traffic, and enhance user experience. Users can disable cookies via browser settings, though some features may be limited.

7. Policy Updates

We may update this Privacy Policy. Changes will be posted on our website with updated effective dates.

Returns, Refunds & Cancellation Policy

At Daurau Farm Sahi, we prioritize customer satisfaction while ensuring food safety and hygiene. Please review our policy:

1. Returns & Replacements

Due to the perishable nature of milk and dairy products, returns are not accepted once delivered.

In case of damaged, spoiled, or incorrect products, customers must report within 12 hours of delivery to be eligible for replacement.

Products should be unopened, unused, and in original condition for replacements.

2. Refund Policy

Refunds are processed only in cases of product unavailability, wrong product delivery, or damaged goods.

Refunds will be made via the original payment method within 7–10 business days.

In case of cash-on-delivery, refunds will be issued via bank transfer/UPI.

3. Order Cancellations

Orders can be cancelled up to 6 hours before scheduled delivery through our support team.

Once processed for dispatch, orders cannot be cancelled.

In case of cancellation due to product unavailability from our end, a full refund will be issued.

4. Bulk Orders (Hotels, Restaurants, Distributors)

Separate agreements apply for bulk orders. Cancellations or modifications must be informed 24 hours in advance.

5. Customer Support

For complaints, replacements, or refunds, contact our support team:

Sahi@dauraufarms.com

+91-9971167456

Customer Care :- 1800-1024-122

6. Governing Law

This policy is governed by the laws of India. Any disputes will be subject to the jurisdiction of courts in Aligarh, Uttar Pradesh.