



RETURN & REFUND POLICY

Corporate Customer Policy • Portugal

Business	Mercearia Online
Address	Rua Trindade Coelho 7-A, 2610-178 Amadora, Portugal
Email	kryptofuture.26@gmail.com
Phone	+351 519292353
Opening Hours	Monday-Sunday, 09:00-23:00
Effective Date	19 October 2026

1. Purpose and Scope

This policy establishes the conditions under which customers may request cancellation, return, replacement or refund for purchases made through Mercearia Online. It is designed for an online grocery business operating in Portugal and is intended to work alongside mandatory consumer-protection and food-safety rules applicable in Portugal and the European Union.

Important: Nothing in this policy limits or excludes any mandatory statutory consumer right. Where applicable law provides a stronger protection than this policy, the applicable law prevails.

2. Statutory Right of Withdrawal

For distance purchases, consumers generally have a 14-day right of withdrawal without having to give a reason, subject to the statutory exceptions. The withdrawal period generally runs from receipt of the goods. Where the right applies, the consumer must communicate the decision unambiguously within the applicable period.

For an eligible withdrawal, reimbursement is generally made within 14 days after the seller is informed of the withdrawal, subject to the legal rules governing return of the goods. Standard delivery costs are generally included where legally required; additional delivery costs selected by the customer beyond the standard option may be excluded as permitted by law.

3. Grocery and Perishable Products

The statutory withdrawal right has exceptions. In particular, goods that are liable to deteriorate or expire rapidly may fall outside the 14-day withdrawal right. This is especially relevant to fresh and highly perishable groceries.

- Fresh meat and poultry
- Fresh fish and seafood
- Certain fresh fruit and vegetables
- Fresh dairy and short-shelf-life products
- Fresh bakery products
- Other products identified by the applicable law as liable to deteriorate or expire rapidly

This exception concerns change-of-mind withdrawal. It does not remove the customer's statutory rights where a product is defective, unsafe, incorrectly supplied or otherwise fails to conform to the purchase contract.

4. Damaged, Incorrect, Missing or Non-Conforming Products

If an order contains a damaged, incorrect, missing, defective or otherwise non-conforming product, the customer should contact Mercearia Online promptly. Depending on the circumstances and applicable law, the customer may be entitled to replacement, price reduction, refund or other statutory remedies.

- Damaged product or packaging at delivery
- Product different from the product ordered
- Missing item from the delivered order
- Product showing a quality or conformity problem
- Food that appears unsafe or otherwise unsuitable for consumption

5. How to Report an Issue

For faster investigation and resolution, customers should provide the following information as soon as reasonably possible:

- Order number or order confirmation
- Customer name and contact details
- Product name and quantity
- Clear description of the issue
- Photographs of the product, packaging and visible damage, where applicable
- Relevant date/expiry or use-by information, where applicable

Contact: kryptofuture.26@gmail.com | +351 519292353

6. Food Safety and Storage Responsibilities

Mercearia Online will handle and deliver food products in accordance with applicable food-safety requirements. After delivery, customers are responsible for following the storage instructions shown on the product packaging, including refrigeration or freezing requirements.

Products carrying a 'Consumir até' (use-by) date are treated as foods for which safety cannot be guaranteed after that date. Customers should not consume food after the stated use-by date and should follow the manufacturer's storage instructions.

7. Products Not Eligible for Voluntary Change-of-Mind Return

- Products that are liable to deteriorate or expire rapidly, where the statutory exception applies
- Food that has been consumed or materially used by the customer
- Products damaged after delivery through improper storage or handling by the customer
- Certain sealed products that cannot be returned for health or hygiene reasons once unsealed, where the legal exception applies

These exclusions do not affect mandatory statutory remedies for non-conforming, defective, unsafe or incorrectly supplied goods.

8. Refund Processing

Where a refund is due, Mercearia Online will process it using the original payment method unless another method is lawfully agreed with the customer. Processing times may vary depending on the payment provider or financial institution.

9. Delivery-Related Issues

Customers should inspect their delivery as soon as reasonably possible. If an item is visibly damaged, incorrect or missing, customers are encouraged to notify Mercearia Online promptly and provide supporting photographs where practical.

10. Consumer Rights and Legal Compliance

This policy is intended to operate consistently with Portuguese and EU consumer-protection law, including the rules governing distance contracts, legal conformity of goods and online food sales. The company will not use this policy to restrict a mandatory consumer right.

For goods that lack conformity, Portuguese consumer law provides statutory remedies. The exact remedy available depends on the nature and timing of the non-conformity and the circumstances of the purchase.

11. Customer Service and Complaints

Customers may submit complaints or requests for assistance through the contact details stated in this policy. Mercearia Online will review the complaint and respond according to the nature and urgency of the matter.

Customer Service:
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12. Alternative Dispute Resolution

Where applicable, consumers may use the alternative dispute-resolution mechanisms available under Portuguese consumer law. Information about the competent consumer dispute-resolution entity should be made available according to the business's applicable legal obligations.

13. Policy Governance

Document Owner	Mercearia Online Management
Document Type	Customer Policy — Return & Refund
Jurisdiction	Portugal / applicable EU consumer rules
Review Cycle	Review whenever applicable law, business processes or delivery conditions change
Current Version	1.0 — 19 October 2026

14. Legal and Regulatory References

- Government of Portugal (gov.pt) — Consumer guarantees and the 14-day right of withdrawal for distance purchases.
- ASAE — Electronic commerce of foodstuffs and information required before online food purchases.
- ASAE — Food labelling and consumer information requirements, including distance selling.
- ASAE — Food date marking and the distinction between minimum durability dates and use-by dates.
- Applicable Portuguese and European Union consumer-protection, distance-contract and food-safety legislation, as amended from time to time.

Legal notice: This document is a practical corporate policy draft prepared for website use. It should be reviewed by qualified Portuguese legal counsel before publication if the business's product range, delivery model, payment model, legal entity or operational practices differ from the information stated above.