



Replacement Policy

Due to the nature of the products offered, including food items produced under Oregon Cottage Food laws (ORS 616.706–616.716) and/or Farm Direct Marketing laws (ORS 616.683), all sales are considered non-returnable and non-refundable once an order has been processed and shipped. All products sold through the iRanch are final sale. We do not accept returns, refunds, or exchanges.

Food Safety & Regulatory Notice. By purchasing these products, you acknowledge and accept the conditions under which these foods are produced and sold.

Products sold under Cottage Food and Farm Direct exemptions are:

- ✓ Not prepared in a licensed or inspected food establishment
- ✓ Produced in compliance with applicable Oregon exemption laws
- ✓ Labeled in accordance with Oregon requirements

Damaged or Defective Items. If a product arrives damaged or defective, you must notify us within 48 hours of confirmed delivery by contacting us at iranchnllc@outlook.com.

Your request must include all of the following:

1. Date purchased
2. Your full name
3. Method of purchase (Venmo or cash)
4. Venmo reference number (if paid with Venmo)
5. Description of the issue
6. Clear photographic evidence of the damage or defect

Upon review, we may, at our sole discretion, provide a replacement of the same item. No refunds will be issued.

Non-Qualifying Situations

The following do not qualify for replacement or compensation:

- ✗ Dissatisfaction with product characteristics, including but not limited to taste, texture, or appearance
- ✗ Natural variation in food or handcrafted products



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- ✘ Improper storage, handling, or failure to follow provided instructions after delivery
- ✘ Delays caused by shipping carriers or conditions outside our control

Limitation of Liability

To the fullest extent permitted by law, our liability is strictly limited to the replacement of damaged or defective products as outlined above. We are not liable for any indirect, incidental, or consequential damages, including but not limited to illness, allergic reactions, or misuse of products, except as required by applicable law.

Acknowledgment

By placing an order with iRanch, regardless of payment form, you acknowledge that you have read, understood, and agreed to this Replacement Policy and the conditions under which these products are produced and sold.