PQS Agro: Product replacement and return policy

Our promise: safe food, delivered as ordered

PQS Agro delivers fresh, frozen and packaged food from Bangladesh to homes across the country. If something is wrong with your order, tell us and we will make it right with a replacement or a refund.

Last updated: 17 October 2026

24 hours
to report problems with fresh fruit, vegetables, fish and frozen items

3 days
to report problems with packaged and dry foods

Photos or video
of the product and its packaging help us decide quickly

Replace or refund
for damaged, wrong or poor-quality items

1. How long you have to tell us

The time starts when your order is delivered. Please check your parcel as soon as you receive it.

Product type	Examples	Report within
Fresh products	Fresh fruits, vegetables and leafy greens, fresh fish	24 hours
Frozen products	Frozen fish and shrimp blocks, frozen vegetables	24 hours (report before using or refreezing)
Packaged and dry foods	Gur in jars or bars, rice, spices, pickles, snacks, sweets, bakery	3 days

2. What we replace or refund, and what we cannot

We will help if

- The product arrived damaged, crushed, leaking or with broken packaging.
- You received the wrong product, the wrong variety or the wrong pack size, or an item is missing from your order.
- Fresh fruit, vegetables or fish arrived spoiled, rotten, or with an off smell.
- A frozen product arrived thawed or not frozen.
- The product is expired, or the packaging shows a date that makes it unsuitable to eat.
- You find foreign matter in the product.
- The delivered weight is clearly below the stated weight and tolerance.

We cannot accept

- You changed your mind about a fresh, frozen or opened product.
- Natural differences in size, colour, shape, ripeness or taste, which are normal for fruit, vegetables, fish and traditional foods such as gur.
- Weight within the tolerance shown on the product page, for example “1 kg ± 50 gm”.
- Damage caused after delivery, such as keeping a frozen product outside the freezer.
- A problem reported after the time limit, or without photos or video.
- The order could not be delivered because the address was wrong or nobody could receive it.

3. How to ask for a replacement or refund

1. **Contact us within the time limit.** Message us on WhatsApp at +880 1313-359303, or email pqsagrobd@gmail.com.
2. **Send your order number and details.** Tell us your name, phone number, the product and what is wrong.
3. **Send photos or a short video.** Show the product, the packaging and the label, and the outer box if it is damaged. For frozen items, show that they have thawed.

4 **We check your request.** We aim to reply within 1 working day. We may ask a few questions.

5 **We replace or refund.** We tell you the decision and complete it within 3 to 7 working days.

Please keep the product and its packaging until we confirm. For fresh and frozen items, keep them as instructed in our message, and do not throw the product away before you hear from us.

4. Replacements

If your request is approved, we send a replacement of the same product when it is in stock. If we do not have it, or the replacement cannot reach you in good condition, we offer a refund instead. Replacement delivery is free when the problem was our error.

5. Refunds

- Refunds go back to the way you paid, such as bKash, Nagad, card or bank transfer.
- For cash on delivery orders, we refund to a bKash, Nagad or bank account that you give us.
- We refund the price of the affected item. If the problem was our error, we also refund the delivery charge.
- The time for the money to reach you depends on your bank or wallet provider after we send it.

6. Returning a product

For fresh and frozen food, we normally do not ask you to send it back, because it cannot be safely stored or transported. For packaged foods, we may ask you to return the item or we may arrange collection. We will tell you how, and we pay the return cost when the problem was our error. Please do not send anything back before we ask you to.

7. Cancelling an order

You can cancel an order free of charge before we dispatch it. Contact us as soon as possible with your order number. Once an order is packed or on its way, especially fresh or frozen food that we have prepared for you, we may not be able to cancel it.

8. When your order arrives

- Make sure someone can receive the order at the address and phone number you gave us.
- Check the parcel when it arrives. If the outer box is badly damaged or leaking, tell the delivery person and contact us straight away.
- Put frozen items in the freezer immediately, and refrigerate fresh items. Do not refreeze food that has thawed.
- If a delivery fails because the address was wrong or nobody was available, we will contact you. Fresh and frozen items may be spoiled by then and may not be refundable.

9. Wholesale and export orders

This policy is for online retail orders. Wholesale, business and export orders follow the signed contract or proforma invoice for that order.

Need help with an order?

Write to us with your order number and photos, and we will respond as soon as we can.

WhatsApp: +880 1313-359303

pqsagrobd@gmail.com

698/3A, Sipahibag, Khilgaon, Dhaka-1219, Bangladesh

We may update this policy from time to time. The version on this page when you place your order is the one that applies.