**Return/ Refund Policy**

Items purchased directly from Big Aloha may be returned within 14 days of purchase for a full refund. Shipping costs are non-refundable. Refunds may take at least one week to process. Original packing slip is required for merchandise to be considered for reimbursement. Sauces must be returned unopened, with original factory seal intact. Opened food items will not be accepted for returns/refunds.