

Refund Policy for Mango Purchase at Savani Farms:

Customer Notice: Understanding Indian Mango Quality and Refund Policy

Thank you for your mango purchase and for supporting our mission to bring the finest hand-picked Indian mangoes from small farmers directly to your home. We take great pride in sourcing authentic, naturally ripened mangoes with care and commitment to quality.

As passionate mango lovers, we know you value this fruit as much as we do. To ensure transparency and customer satisfaction, we'd like to educate you on a few important points:

1. **Spongy Tissue**

This is a natural, physiological condition that can develop internally in certain mango varieties, particularly Alphonso. It is not externally visible and is not caused by mishandling or spoilage. While it can affect texture in a portion of the pulp, it is not considered a defect warranting refund due to its natural occurrence.

2. **Anatomy of the Mango Fruit – Edible vs. Non-Edible Parts**

- The **outer skin (exocarp)** is non-edible and may show natural surface imperfections such as small black dots, minor bruising, sap burns, or slight wrinkles. These are cosmetic and do not affect the quality or safety of the fruit's interior.
- The **flesh (mesocarp)** is the edible part—sweet, juicy, and rich in flavor.
- The **pit (endocarp)** is the seed and is also non-edible.

Because **Skin Blemishes and Sap Burns** occur on the non-edible portion of the mango and do not impact the interior flesh, **refunds will not be issued for such cosmetic imperfections**. Similarly, **spongy tissue**, while uncommon, is a naturally occurring condition and is not covered under our refund policy.

We invite you to review the details of the **Spongy Tissue, Mango Anatomy** illustration (courtesy of ResearchGate) and **Skin Blemishes** for a clearer understanding of the fruit's structure and what qualifies as a quality concern.

We sincerely appreciate your support of Indian farmers and your understanding as we continue delivering this beloved fruit to mango lovers across the country.

Warm regards,

The Savani Farms Team

Spongy Tissue Disclaimer for Alphonso Mango



Alphonso Mango is a highly celebrated fruit- “The King of Fruit”

Alphonso, the most delicious variety of mango (*Mangifera Indica*) is known for its excellent texture, taste and richness in vitamins and minerals. Despite its great flavor and taste, this King is not perfect and comes with some internal pulp defect (“Spongy Tissue”).

We would like to educate you about spongy tissue

Alphonso has incidents of a physiological disorder known as “Spongy Tissue” causing internal breakdown of the pulp. It is characterized by unripe, acidic, pale yellow/white corky tissue with or without air pockets associated with an unacceptable off-flavor in certain region of the mesocarp (pulp) adjacent to the endocarp (stone). Fruits affected by this disorder do not show any external symptoms and the malady is detected only after cutting the fruits open. (Please see the reference pictures)

Can you eat mango with spongy tissue?

A mango with white stuff inside should still be safe to eat but will probably be less flavorful. The rest of the fruit, however, can still be perfectly fine and still certainly edible.

Refund policy on Alphonso Mangoes

For those customers who like to consume Alphonso mangoes despite this Spongy Tissue, Savani Farms takes no financial liability to refund or replace the mangoes.

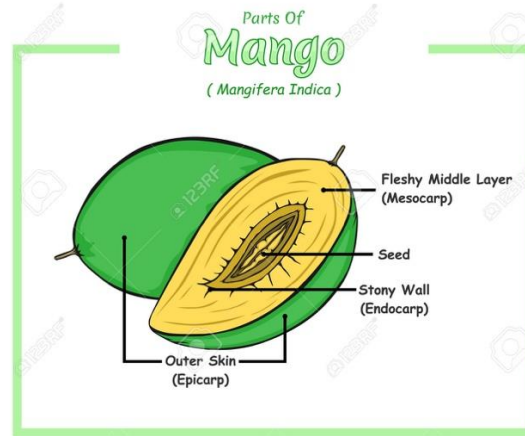
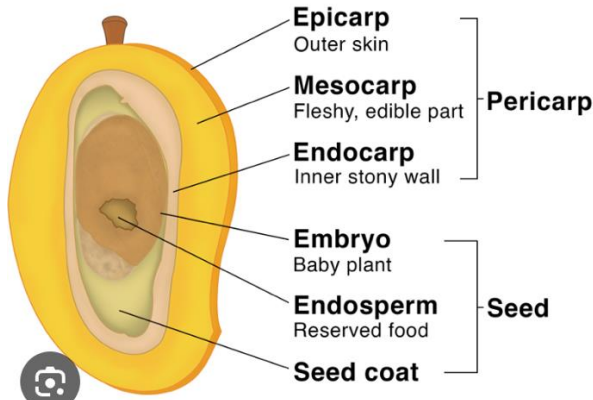
The purpose of this disclaimer is to educate our consumers about the irregularities associated with Alphonso Mangoes.

There are many delicious varieties of Mango-” The King of Fruit” with no incident or very less incident of Spongy Tissue. We love other varieties like “Kesar” Dushehari, Rajapuri, Payri (Pahari), Banganapalli, and many others.

We hope this material is helpful and Spreads the Aroma of Mangoes to your friends and family

Mango Anatomy and it's Edible and Non-Edible Parts:

Parts of a Fruit



The **anatomy of a mango fruit** is relatively simple but fascinating. It consists of three main parts: the skin, the flesh (pulp), and the seed. Here's a breakdown of each part and its edibility:

☐ 1. **Exocarp (Skin or Peel)**

- **Description:** The thin, often leathery outer skin of the mango. It can range in color from green to yellow, orange, or red, depending on the variety and ripeness.
- **Edibility:**
 - **Non-edible** for most people due to its bitter taste and fibrous texture.
 - Some people with sensitive skin may develop contact dermatitis from mango peel, as it contains **urushiol**, the same compound found in poison ivy.

☐ 2. **Mesocarp (Flesh or Pulp)**

- **Description:** This is the juicy, sweet, orange-yellow portion of the mango that surrounds the seed. It's rich in vitamins A and C, dietary fiber, and natural sugars.
- **Edibility:**
 - **Fully edible** and the most desirable part of the fruit.
 - Used in fresh consumption, juices, smoothies, desserts, chutneys, and more.

☐ 3. **Endocarp (Seed Pit or Stone)**

- **Description:** The large, hard, woody core in the center of the mango. It encases the seed.
- **Edibility:**
 - **Non-edible** due to its hardness and bitter fibrous nature.
 - However, the actual seed inside the pit can be used in traditional medicine or ground in some cultures, but it's not typically consumed in everyday use.

☐ **Summary: Edible vs. Non-Edible Parts**



| Part | Edibility | Notes |
|------------------|------------|---|
| Skin (Exocarp) | Non-edible | Bitter, fibrous, can cause skin reactions |
| Flesh (Mesocarp) | Edible | Sweet, juicy, rich in nutrients |
| Seed (Endocarp) | Non-edible | Woody and inedible; seed inside rarely used |

Skin Blemishes and Sap Burns on Mango Fruit

Understanding Skin Blemishes and Sap Burns on Mango Fruit:

At **Savani Farms**, we are committed to delivering the highest quality Indian mangoes while also educating our customers on the natural characteristics of this beloved tropical fruit.

□ What Are Skin Blemishes?

Skin blemishes on mangoes may appear as:

- Dark spots or speckles
- Minor abrasions or slight wrinkling
- Small patches of discoloration

Cause: These are generally the result of natural growth conditions, exposure to sun and wind, or minor contact with tree branches during harvesting.

Impact: These blemishes are entirely **cosmetic** and do **not affect the flesh, taste, or nutritional value** of the mango. Since the skin is non-edible, these do not compromise the quality of the fruit inside.

□ What Is Sap Burn?

Sap burn occurs when the mango's natural sap (a milky latex) comes into contact with its skin immediately after harvesting and is not cleaned off quickly enough.

- **Appearance:** Yellowish or brownish stains on the skin
- **Cause:** The sap is mildly acidic and can cause a superficial “burn” effect on the skin if not removed promptly
- **Impact:** The sap burn only affects the **outer skin** (which is non-edible) and **does not affect the pulp, safety, or flavor** of the mango.

Key Takeaway:

Skin blemishes and sap burns are **normal, harmless**, and part of what makes each mango unique. These natural markings are proof of the mango’s authentic, tree-ripened origin – not artificial perfection. We encourage our customers to judge mangoes by their **rich aroma, ripeness, and taste** – **not by skin appearance**.

Please see the following images illustrating examples of sap burns and natural skin blemishes on mangoes:

Sap Burns:

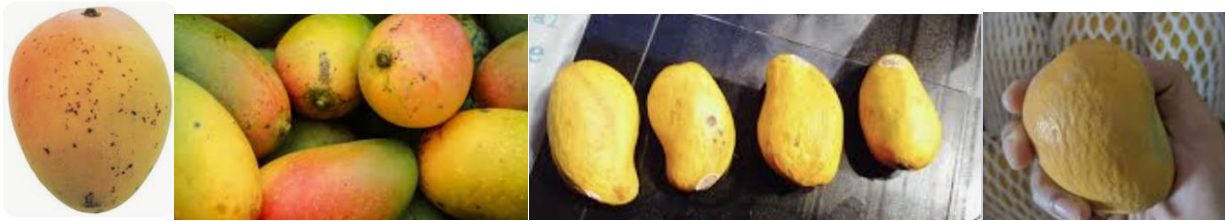
Sap Burn: Caused by mango sap that comes in contact with the skin after harvest. This only affects the outer peel and does **not impact the flavor, safety, or quality of the edible fruit inside.**



Skin Blemishes & Wrinkling or Surface Discoloration:

Natural Skin Blemishes: Minor dark spots, specks, or surface scarring may occur during growth due to wind, sun exposure, or tree contact. These are **cosmetic only** and have **no effect on the mango's taste or texture.**

Ripening Indicators: Slight skin wrinkling or uneven coloring can be signs of ripeness, not defects. The inner pulp remains **juicy, flavorful, and safe to eat.**



Important Notice: Proper Handling of Indian Mango Deliveries

Please note that **Indian mangoes are highly perishable**, delicate fruits that require immediate and proper handling upon delivery. To preserve their freshness and quality, we kindly ask that you:

- **Bring the box inside your home immediately upon delivery**
- **Store the mangoes at normal room temperature**, away from direct sunlight or heat sources

We have found that delays in retrieving the box from the doorstep — especially during hot weather — can lead to rapid deterioration of the fruit, resulting in spoilage. **Any such damage due to delayed handling or improper storage will not be eligible for a refund.**

Refund & Damage Reporting Policy

If you notice any quality concerns, we ask that you:

- **Report the issue within 24 hours of delivery**
- Provide **clear photos of the cut mango** showing the **edible portion** that is affected
- Please note that **surface blemishes, sap burns, and spongy tissue** are not considered grounds for refund, as they are either cosmetic or naturally occurring conditions

Reports submitted **after 24 hours from delivery** or without supporting photos of the damaged edible flesh **will not be eligible for refund or replacement.**

We appreciate your cooperation in ensuring a smooth and satisfying mango experience. If you have questions or concerns, feel free to reach out promptly. Thank you for helping us support Indian farmers and deliver the very best of this seasonal treasure!

Summary of Refund Policy

| Issue | Refund Eligibility |
|---|---|
| Spongy Tissue (Internal) | Not Eligible (Natural Issue) |
| Sap Burn/Skin Blemishes | Not Eligible (Non-Edible Part) |
| Delayed Handling after Delivery and Improper Storage | Not Eligible |
| Shipping Damage and destruction of the fruit | Eligible if reported within 24 hours with Photos |
| Edible Portion Damage (Internal- except spongy tissue) | Eligible if reported within 24 hours with Photos |

Shipping Advisory – Perishable Product Notice

Due to the highly perishable nature of mangoes, we strongly recommend 2-day shipping or faster for all orders. Shipping methods exceeding two days, such as long-distance ground transport, are not advisable and may result in fruit deterioration.

Please note:

- *Shipments taking longer than 2 days will not be eligible for refunds, as prolonged transit can compromise fruit quality beyond our control.*
- *All domestic shipments within the USA must be packed using our custom-designed mango boxes, which are engineered to withstand the rigors of shipping and help preserve product integrity.*

Thank you for your understanding and for helping us deliver the best possible mango experience!

– Savani Farms Team