



SAVANI FARMS®



Savani Farms – Mango FAQ Guide

From Ordering to Enjoying Your Mangoes

Dear Mango Lovers,

Thank you for submitting your request.

At Savani Farms, we truly appreciate your order and your support in helping uplift small farmers across India. Your choice makes a meaningful difference in rural communities while bringing the finest mangoes to your table.

Here are answers to some of our most frequently asked questions:



ORDERING & PAYMENT

How do I place an order?

You can place your order at:

👉 www.savanifarms.com

Simply register your details and reserve your mango box.

Do I need to provide a credit card when placing an order?

No. We only reserve your order initially.

You will be contacted before shipping to confirm your order and provide payment securely.

When will I be charged?

You will only be charged **after shipment confirmation**, typically just before dispatch.

Is it first come, first served?

Yes. Mangoes are shipped on a **first-come, first-served** basis due to limited seasonal availability.

Do you offer bulk or group orders?

Yes! Bulk/group orders can be delivered to your **nearest airport cargo facility**, saving on shipping and ensuring fresher delivery.



SHIPPING & DELIVERY

When does mango shipping start?

Shipping typically begins **Mid or Late April through June**, depending on harvest, USDA inspection schedules and availability of cargo space.

How are mangoes shipped?

Mangoes are shipped via **air cargo** to preserve freshness and quality.

Why does pricing change?

Prices may vary due to:

- Airline cargo costs
- Availability of space
- Seasonal harvest conditions in India



What should I do when my mangoes arrive?

- 👉 Bring the box inside immediately.
 - 👉 Avoid leaving it outside in heat or sunlight. Delays can cause rapid spoilage.
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RIPENING & HANDLING

(Please visit our Ripening and Storage page on our website: www.savanifarms.com)

My mangoes are hard when delivered—is that normal?

Yes. Mangoes are shipped **semi-ripe** to survive transit and will ripen naturally at home.

How do I ripen mangoes?

- Keep mangoes at **room temperature** (70–80°F)
- Place them in a **paper bag** to speed up ripening
- Avoid refrigeration until fully ripe

How do I know when mangoes are ripe?

- Slight softness when gently pressed
- Strong sweet aroma near the stem
- Color may vary depending on variety

When should I refrigerate mangoes?

We recommend enjoying mangoes fresh at room temperature for the best flavor and aroma.

If you are unable to consume them immediately, then once the mangoes are **fully ripe**, you may store them in the refrigerator to slow down further ripening and extend their shelf life.

How long do mangoes last?

1. **At room temperature:** 2–7 days (depending on ripeness)
2. **In the refrigerator (standard vegetable storage):** Up to 7 day

CONSUMPTION

How should I eat mangoes?

- Slice and cube (hedgehog style)
- Scoop and enjoy
- Blend into smoothies or mango lassi
- Make desserts like aamras



COMMON CONCERNS

Should I wash mangoes before eating?

Yes, always **wash the outer skin and/or peel** before cutting to remove any residue.

What is spongy tissue?

[Please visit our website page on spongy tissue especially for Alphonso Variety- Spongy tissue mangoes are non-refundable]

A natural internal condition (especially in Alphonso mangoes) that may affect texture.

It is **not caused by shipping** and is not always visible from outside.

What are black spots or blemishes on the skin?

These are **natural and cosmetic only**.

They do **not affect the edible fruit inside**.

What is sap burn?

Sap from the mango can stain the skin after harvest.

It affects only the **outer peel**, not the fruit inside.

What causes spoilage?

Main causes include:

1. Exposure to heat during shipping or after delivery
2. Delayed pickup from doorstep
3. Improper storage

Can I get a refund for blemishes or sap burn?

[Please visit our website for refund policy and Alphonso disclaimer]

No. These occur on the non-edible skin and do not affect fruit quality.

When should I report damage?

Within **24 hours of delivery** with:

1. Photos of the **cut fruit (edible portion)**
2. Proof of delivery

OUR PROMISE

Savani Farms is committed to:

1. Delivering **authentic Indian mangoes**
2. Supporting **small farmers in India**
3. Providing you with the **best mango experience possible**

Need Help?

Visit: www.savani farms.com

Or contact our support team anytime.

Experience the **true King of Fruits – Indian Mangoes**.



 Shipping,
Ripening & Storing ▾

Mango Handling &
Spoilage Advisory

Mango Shipping @
SavaniFarms.com

Ripening & Storing

 Alphonso Disclaimer