

Delivery & Shipping Policy

At Aarna Systems and Wellness Pvt. Ltd., we are committed to delivering our products safely and within the promised timeframe.

1. Shipping Timeline

- All orders are typically processed and dispatched within 2–3 working days after confirmation of payment.
- Delivery time ranges between 7–10 working days from the date of dispatch, depending on the delivery location and courier service availability.
- For remote or non-metro locations, delivery may take slightly longer due to logistical constraints.

2. Mode of Shipping

- Products are shipped through reliable and reputed courier or freight services to ensure safe handling of medical equipment.
- Tracking details will be shared with the customer once the shipment is dispatched.

3. Shipping Charges

- Shipping charges, if applicable, will be clearly mentioned in the quotation or invoice.
- Any additional charges such as octroi, entry tax, or local levies (if applicable) shall be borne by the customer.

4. Delivery Conditions

- Delivery timelines are estimated and may vary due to unforeseen circumstances such as courier delays, weather conditions, strikes, or regulatory clearances.
- Customers are requested to ensure availability at the delivery address to receive the shipment.
- In case of visible damage to the packaging, customers should inform the courier immediately and notify us within 24 hours.

5. Installation & Support

- Delivery of the product does not include installation, unless specifically mentioned in the order.
- Installation and training (if applicable) will be scheduled separately after successful delivery.

6. Contact Us

For any questions related to shipping or delivery, please contact our support team:

- Email: deepak@aarnasystems.in
- Phone: +91-9460328176

We appreciate your trust in Aarna Systems and Wellness Pvt. Ltd. and strive to ensure a smooth and timely delivery experience.