

## **Delivery & Shipping Policy**

At Leafy-Luxuries, we are committed to delivering your orders in a timely, safe, and efficient manner. Please read our delivery and shipping policy to understand how your orders are processed, shipped, and delivered.

### **Order Processing**

All orders are processed within 1–2 business days (excluding Sundays and public holidays).

You will receive a confirmation email once your order has been placed, and another once it has been dispatched with tracking information.

### **Shipping Timeline**

Standard Delivery: 5–10 business days (depending on location).

Express Delivery (if applicable): 3–7 business days.

**Note:** Delivery timelines may vary slightly due to external factors like weather conditions, holidays, or unforeseen logistics delays.

### **Shipping Charges**

Free Shipping on all orders above ₹ 600.00

A flat shipping fee of ₹ 80.00 for outstation deliveries and ₹ 50.00 for local deliveries will be charged for orders below the minimum free shipping value.

### **Shipping Partners**

We work with trusted courier and logistics partners to ensure reliable and fast delivery across India (or your specific region/country).

### **Delivery Locations**

We currently deliver across India. If you are located outside our delivery zone, please contact our customer care team at [spf@leafy-luxuries.com](mailto:spf@leafy-luxuries.com) for assistance.

### **Order Tracking**

Once your order is shipped, you will receive a tracking number via email or SMS. You can track the status of your shipment on the courier's website using this number.

**Undelivered Packages**

In case of failed delivery due to incorrect address or recipient unavailability, our team will attempt to contact you. If undelivered after multiple attempts, the product will be returned to our warehouse. Re-delivery may incur additional shipping charges.

**Damaged or Missing Items**

If your package arrives damaged or with missing items, please contact us within 48 hours of delivery with photos and order details. We will work to resolve the issue promptly."