

# **WELCOME TO VERITAS CREATIONS**

## **SHIPPING AND DELIVERY POLICY**

### **1. SHIPPING AND DELIVERY**

The orders placed through the Seller are dispatched within Two to Three working days after the confirmation of payment. Orders shall be placed for delivery through a logistical partner providing services in your city, state. All orders placed shall additionally include delivery charges based on the location to which the delivery shall be undertaken.

### **2. SHIPPING TIMELINES**

Notification of the delivery details and you shall be able to communicate to you via email, to trace the package delivery on the logistical partner's platform for which you shall be provided with a reference or tracking details from the Seller. Our Logistic partner uses surface transport and on prior notification can also provide the buyer with shipping services via air transport.

All orders placed on our platform shall be inclusive of a delivery charge on your final invoice that will be generated and may be charged by default for the delivery of your product. In a situation where the delivery charges are exceeding, you shall be notified regarding the same and your delivery of the product shall be commenced based on your confirmation. Delivery charges depend on the location destination, the volume of product, type of product, time speed of delivery. Products that have the scope for free delivery can be accessed by the information on the website.

If the delivery is incomplete or the delivery has not been undertaken, then the buyer may raise a complaint on the seller's mail id. In case of a discrepancy in providing services to the buyer, there shall be an investigation on the issue and then proceed with a refund at the earliest.

### **3. DELIVERY OF THE PRODUCT- ESTIMATED TIME OF DELIVERY AND MODE OF DELIVERY**

The estimated time of delivery is within 5-7 working days from the date of the order being shipped out of the Company's Warehouse from the Third Party Logistic service provider.

In the case of an air transport the time frame for delivery stands at 2-4 working days depending on the location. We process all our deliveries only through our logistic partner and or other Service Providers. The delivery may extend for more than the stipulated time in the case of a remoteness of location. In some cases where the pin code/zip code is not serviceable by these providers, we may cancel the order and shall proceed to refund (if required).