

Shipping & Delivery Policy for PawfectHomes

Last Updated: [9 July 2025]

1. Overview

At PawfectHomes, our core mission is to connect pet lovers with pets in need of homes. As of now, we **do not sell or ship any physical goods directly yet** from our platform. However, as we expand to include pet care essentials and related items, this policy outlines how shipping and delivery will be handled.

2. Current Status: No Physical Product Shipping

Our current services (pet adoption, rehoming listings, donation handling, NGO/shelter registrations) are **completely digital or service-based**. No tangible products are shipped by PawfectHomes at this stage.

3. Future Shipping Policy (For Pet Products/E-Commerce Launch)

If/when we launch pet care products (e.g., food, grooming supplies, accessories), our shipping policy will include the following:

a. Delivery Areas

We will initially deliver across major cities in India (e.g., Chennai, Gurgaon, Delhi, Mumbai, Bengaluru).

Delivery availability will be confirmed at checkout.

b. Delivery Timeframes

- Orders are typically shipped within 1–3 business days.
- Standard delivery times range from **3 to 7 business days** depending on location.
- Tracking details will be shared via email/SMS once dispatched.

c. Shipping Charges

- Shipping is **free** for orders above ₹999.

- For orders below ₹999, a nominal shipping fee (₹50–₹100) may apply, depending on the location and weight of items.

d. Delays

Unexpected delays due to holidays, logistics partner issues, or force majeure events may occur. We'll notify you proactively if so.

4. Order Tracking

Once your order is shipped, a **tracking number** will be provided via email or SMS. You can track your shipment through our logistics partner's portal.

5. Damaged or Lost Items

If your product arrives damaged or is not delivered, contact us within **48 hours** of delivery with photos and order ID at:

 gaurangwadhawan3@gmail.com

We'll coordinate with our logistics team for quick replacement or refund.

6. Contact & Support

For shipping-related queries, feel free to reach us at:

 gaurangwadhawan3@gmail.com

 [Insert support number if any]

7. Policy Updates

This policy will be updated as we expand our offerings. Please check back for the latest version before placing any orders.