

KUMAONKHAND AGRO INNOVATIONS AND HOSPITALITY PRIVATE LIMITED

CIN: U01100UR2021PTC013220

email: kumaonkhand@gmail.com website: www.kumaonkhand.com #8104777322



KUMAONKHAND SHIPPING POLICY

We at KumaonKhand Agro Innovations and Hospitality Private Limited (“Company” or “we” or “our”) set forth this standard shipping policy (“Policy”) applicable to all our customers (“Customers” or “you”) who wish to purchase any product listed on our website (<https://www.kumaonkhand.com/>) (“Platforms”). This Policy must be read in consonance with the Company’s return and exchange policy, terms of use, and privacy policy. This Policy is subject to change without prior notice. Customers are hence recommended to read this Policy from time to time to be abreast of any such changes.

1. How does the delivery process work?

Upon confirmation of payment for the order (“Orders”) placed by the Customers, the Company directly ships such Orders. Your Orders are inspected thoroughly before shipment to ensure they are in perfect condition.

2. Does the Company ship outside India?

At present, the Company ships only across India.

3. How are the items packed?

All Orders are bubble-wrapped before packing them into cardboard boxes, which are again secured with tape. Each individual product in any Order is packed in bubble wrap, while fragile items are safely secured with additional bubble wrap. We take optimum care while packing the products to ensure they reach Customers in good shape and form.

4. How can Customers track their Order?

**Registered office: C/o Puspa Devri, Devri Niwas, Tiwarikhan Kasarde Village, P.O.
Dinapani Almora Almora UR 263601 IN**

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After the Orders are shipped, Customers shall be issued a tracking ID against their Order. Customers can track their Orders by visiting our platform. In case your Order is shipped through multiple shipments, a tracking ID shall be issued against each such shipment. Customers can visit our Platform to track their respective shipments.

5. What is the estimated delivery time?

Orders are shipped within [3-5 days] (excluding Sundays and public holidays) of confirmation and delivered within [5-7] days from the date of shipment of such Orders. However, depending on COVID-19 restrictions, delivery of Orders in certain regions may take up to 10 days from the date of shipment. Customers shall be duly communicated in case of any such delay. If you are ordering our products during any sale event on our Platforms, shipment may be a bit delayed due to increased volumes. Customers must note that all timelines are provided on an assumption basis and could change due to unforeseeable circumstances.

6. What are the standard shipping charges?

Shipping charges vary in accordance with the dimensions, height, weight, and location of delivery of the Orders. Customers can view the levied shipping charges upon checkout. However, in the case of bulk Orders, shipping charges shall be communicated to Customers by our support personnel via email.

7. How will the bulk Orders be shipped and delivered?

Bulk Orders can be placed offline through the support contact details mentioned on our Platform, and any further communication regarding its transit and delivery shall be separately communicated to Customers via email by the support personnel of the Company.

8. Are the bulk Orders trackable?

Customers may be provided with a tracking ID to track their Orders depending upon the services provided by the delivery partner. However, all such bulk Orders may not bear a tracking ID.

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9. How will the undelivered Orders be treated?

Our delivery partners shall deliver the Orders on a best-effort basis. However, in case they are unable to deliver the same, the Orders shall be returned to the Company, and the return or exchange option shall be given to Customers in accordance with the terms of the return and exchange policy of the Company.

10. How will any dispute pertaining to delivery/shipment be resolved?

For any dispute regarding delivery, shipment, tracking ID, and the like, Customers can email our customer support at kumaonkhand@gmail.com