

# SHIPPING POLICY

[Your Store Name]

Last Updated: [Month Year] · Applicable to all orders on [www.yourstore.com]

**HOW TO USE:** Replace all [RED BRACKETS] with your store's actual details before publishing. Remove this note. Template by iCarry.in

## 1. Order Processing Time

Orders are processed within [1-2] business days of placement. Orders placed before [2 PM] on working days are typically dispatched the same day.

We do not process orders on Sundays and public holidays.

## 2. Delivery Timelines

Estimated delivery times after dispatch from our warehouse:

Delivery Zone	Estimated Time After Dispatch
Same City (Zone A)	1-2 business days
Regional - within 500 km (Zone B)	2-3 business days
Metro to Metro (Zone C)	2-4 business days
Rest of India - Tier 2 & 3 (Zone D)	4-7 business days
J&K, North East, Remote Areas (Zone E/F)	7-14 business days

*Timelines are estimates and may vary during festive seasons, extreme weather, or limited-access pincodes.*

## 3. Shipping Charges

- Free Shipping:** On prepaid orders above ₹[Minimum Order Value]
- Standard Delivery:** Flat ₹[Shipping Charge] for orders below the free-shipping threshold
- COD Orders:** Additional COD handling fee of ₹[COD Charges] per order
- Express / Same-Day:** [Available / Not Available] at ₹[Express Charge] for select pincodes
- Remote Area Surcharge:** ₹[Surcharge] for Zone E/F pincodes (J&K, North East, Andaman & Nicobar)

## 4. Cash on Delivery (COD)

COD is available for orders up to ₹[Max COD Value] at select pincodes. A COD handling fee of ₹[COD Charges] applies per order.

Our team may call to verify COD orders before dispatch. **[Number]** delivery attempts will be made before the shipment is returned.

If payment is refused at delivery, the order will be returned and future COD eligibility may be restricted for that address.

## 5. Pincode Serviceability

We ship to **[29,000+ / select]** pincodes across India via our courier partners. Check serviceability at checkout before placing your order.

For pincodes not currently serviceable, we will notify you within 24 hours of order placement and issue a full refund.

## 6. Returns & Exchanges

You may initiate a return within **[7 / 10 / 15]** days of delivery. Products must be unused, in original packaging, with all tags intact.

- **Non-returnable categories:** **[e.g. perishables, personalised items, unsealed hygiene products]**
- **Return shipping:** Borne by **[Seller / Customer / Free above ₹X]**
- **Refund timeline:** Processed within **[7]** business days of receiving the returned item
- **Exchanges:** **[Available / Not Available]** - subject to stock availability

## 7. Damaged or Lost Shipments

If your order arrives damaged, photograph the parcel before opening and contact us within **48 hours** at **[Support Email]**.

Do not accept visibly damaged parcels without noting the damage on the courier's Proof of Delivery (POD).

For shipments not delivered within 45 days, contact us with your AWB number and Order ID at **[Support Email / Phone]**.

**iCarry.in coverage:** All B2C shipments on iCarry.in include built-in insurance of ₹1,000-₹5,000 at no extra cost. Additional coverage available at booking for high-value orders.

## 8. Failed Delivery & Re-Attempt Policy

If a delivery attempt fails, our courier partner will make up to **[3]** attempts over **[3]** business days.

You will be notified via the contact number provided at checkout. To reschedule, contact us within 24 hours of the missed attempt.

After all attempts are exhausted, the shipment will be returned to us and re-shipping charges may apply.

## 9. GST & Tax Invoicing

All orders include a GST-compliant tax invoice. Shipping charges are taxable at applicable GST rates. Our GSTIN: **[Your GSTIN]**.

Tax invoices are generated and available to download from your order confirmation by the 2nd of the following month.

## 10. Contact Us

For any shipping-related queries, please reach out to our support team:

- **Email:** [\[support@yourstore.com\]](mailto:support@yourstore.com)
- **Phone / WhatsApp:** [\[+91-XXXXXXX\]](tel:+91-XXXXXXX)
- **Support Hours:** [\[Mon-Sat, 10 AM - 6 PM IST\]](#)
- **Website:** [\[www.yourstore.com/contact\]](http://www.yourstore.com/contact)

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*This policy is subject to change. The latest version will always be available at [\[www.yourstore.com/shipping-policy\]](http://www.yourstore.com/shipping-policy)*



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