DOMESTIC SHIPPING

We know the importance of our customer’s “Time and Money” and we are committed to deliver GI Tagged products

- in Time
- in Good Condition
- with Nominal Shipping Charges, if applicable

Processing and Confirmation

- Domestic Order within Bangalore: Processed and Shipped within 48 hours.
- Domestic Order other than Bangalore: Processed and Shipped within 72 hours.
- Confirmation SMS and Email
- Shipment Tracking Number

Delivery Duration

Normally Delivered within 7 working days from the date of invoice

Standard: Based on the location
Premium: Based on the location

Shipping Charges (Displayed during order Placement)

Depending Factors: Size, Gross Weight of the product & Destination.
Mode of Shipping: Standard and Premium

Delay in Delivery

- Act of God
- Customer unavailable even after multiple attempts
- Remote Destinations
- Unforeseen time lags by the Courier Partner
INTERNATIONAL SHIPPING

Customs Clearance and Remote Area Surcharge for International Orders:

Custom Duties and Taxes: All orders shipping to a destination outside of India are subjected to import duties and taxes as applicable in the respective destination country and the Customers are liable to pay such duties.

Delay in Delivery: The customer's package if randomly selected by the Customs Department for inspection.

Custom Clearance: The customer will be responsible to upload/Provide KYC Documents (ID Proof) for the Product to clear customs within the stipulated time frame, failing to do so shall lead to destroying of shipment by the custom department and in such cases no refund would be made.

Surcharge: For certain International Orders, if the logistics professionals specify the address as a Remote location, an additional surcharge may be levied as per the international carrier policy. This Remote Area Surcharge will not be charged at the time of placing the order. Instead, it would be informed to the customer before shipping the goods. In such case, the customer has to pay the surcharge through our website. If the surcharge is not paid within 3 working days after receiving the notification, then Organization would cancel the order and refund the entire product amount to the customer’s bank account.

International Returns:

- If the package is detained or refused at the time of import by the country’s Customs Agency for any reason, Organization will credit a full refund of the order deducting the total shipping charges including any return charges. This refund is processed when the order is returned to the Organization.
- If the package is returned by the customer, upon the receipt of the product, Organization will refund the entire product amount after deducting all the incurred logistics & statutory charges incurred for Order processing.
Shipping Privacy
The Organization ensures that the data provided during the Order placement shall be our top concern of security and privacy. However, the Organization is bound to release Information to local, state, central or international law enforcement officials when the law calls for the same.

PLEASE NOTE
- Destination address: Single Address, as specified at the time of payment for that order.
- If Customer wishes to purchase multiple items and ship them to two or more different addresses, different orders should be placed based on shipment locations.
- Octroi or Entry tax if any should be borne by the customer for Domestic Orders.

Have further Question, we are always here. Email us at info@gitagged.com