

## SHIPPING POLICY

Last updated date: July 2, 2024

### 1. GENERAL

- a. This website with the URL of [www.nmsmbepi.com](http://www.nmsmbepi.com) ("Website/Site") is operated by NMSM Business And Engineering Pvt Ltd ("**We/Our/Us**").
- b. We are committed to delivering the order placed by You within the given period and in accordance with this Delivery Policy ("**Policy**").
- c. Currently, We do offer worldwide shipping on all our products subject to the provisions of this Policy.
- d. You are advised to read Our Terms and Conditions along with this Policy.
- e. By using this website, You agree to be bound by the terms contained in this Policy without modification. If You do not agree to the terms contained in this Policy, You are advised not to transact on this website.
- f. The following currency is used on this Website: INR. Your payment provided may be charged in your local currency at the applicable exchange rates.
- g. All orders are subject to product availability. If an item is not in stock at the time you place your order, We will notify you and refund the total amount using the original method of payment.
- h. We make all commercially reasonable endeavours to ensure that the products are delivered to you in a timely manner.
- i. Please read this Policy before making a purchase, so that You understand Your rights as well as what You can expect from Us.

### 2. DEFINITIONS

- a. "**Customer**" means a person who buys any goods for consideration but does not include a person who purchases such goods with the purpose of reselling them.
- b. "**Website**" - means this website with the URL: [www.nmsmbepi.com](http://www.nmsmbepi.com).

### 3. COST OF SHIPPING

- a. We have a flat shipping rate of Rs. \_\_\_\_\_ (\_\_\_\_\_) for all the products.
- b. Shipping charges are applied at the check-out window along with the total price of the goods.
- c. The aforementioned cost of shipping is applicable for delivery of products under this Website regardless of the value and delivery destination.

#### **4. SHIPPING UPDATES**

a. Once your order ships, you will get a notification with the details of the courier service provider and other relevant information through the following method: email, website.

b. For more details, you can check the shipment details at:

click on track order

#### **5. HANDLING TIME**

a. It usually takes one day to process and dispatch the products once the order is placed with us.

b. We strive to process and dispatch your products at the earliest.

#### **6. TIME FOR SHIPPING**

a. Delivery time depends on the product ordered and the location of delivery. Approximate delivery is specified on the product details or will be shown at the check-out window.

b. The delivery time is indicative and can vary due to external factors.

#### **7. BUY ONLINE - PICK UP IN-STORE**

a. We provide the option of placing the order online and picking up the order at the nearest store.

b. It normally takes \_\_\_ hour(s) from the time of order to pack and set your order.

c. Once the order is ready for pick-up, You will receive the notification through the following method: sms email website.

d. At the counter, you can show the confirmation message received to collect your goods.

e. We will send a reminder email or SMS if your item is still waiting to be picked up.

f. The products ordered will be automatically cancelled if the products are not collected within the following period from the time of placing the order: 1 working day.

g. We reserve the right to make changes or completely stop the in-store pick option without notifying the customers.

## **8. LOCAL DELIVERY**

a. Subject to availability, We provide instant local delivery service to certain areas.

b. The local delivery service is usually done within 24 (twenty-four) hours from the time of order confirmation.

c. Currently, the following areas are covered under Our local delivery area:

We do provide local delivery within city

d. We reserve the right to change the local coverage area without any notice to the users and users are advised to check this Policy for any updates.

## **9. INTERNATIONAL SHIPPING**

a. We do provide shipments to all the countries.

b. Shipping charges for Our international customers will be calculated during check out depending on the order value and other dimensions of Your order.

c. Standard international shipment may take approximately 20 (twenty) Business Days unless otherwise specifically mentioned in the product details.

d. Priority international shipment may take approximately 20 (twenty) Business Days unless otherwise specifically mentioned in the product details.

e. International customers assume responsibility for any duties and/or taxes that may be incurred under the customs of that particular country.

f. International customers shall check with their country's customs office to verify that the products can clear customs.

## **10. OTHER RULES**

a. The shipping address cannot be changed once the order has been placed on the Website.

b. While We shall strive to ship all your ordered products together, this may not always be possible due to product characteristics, or availability.

c. Partial refunds will not be entertained.

d. We endeavour to engage logistic partners, employees, agents with the highest standards and ethics, you agree and acknowledge that the actions, inactions of the delivery individuals are not in our control, and it is not possible for us to monitor and observe each delivery executive and We shall not be liable for any action or inaction from the part of logistic partners. Any disputes between You and logistics partners shall be settled between you and the logistics partner.

## **11. RESTRICTIONS**

a. Some items may not be eligible to be delivered to all geographical locations. You will be notified of the restricted items at the check-out page or before that.

## **12. MISSING OR LOST PACKAGES**

a. If the products are lost during transit, we will offer a free reshipment or a refund.

b. If the order does not make it to its destination and is delayed at the courier office, the Customers are responsible for contacting the Courier service provider before approaching Us.

## **13. WRONG OR INCOMPLETE ADDRESS**

a. You shall ensure that all information that is submitted by You to us on the platform is true, complete, accurate and sufficient to identify the actual place of delivery.

b. If You have entered the wrong shipping information or contact details, it might

cause a delay or missed delivery and you will not be eligible for a reshipment or a refund on such transaction.

#### **14. RETURN AND REFUND**

a. Every effort is made so as to service the orders placed, as per the specifications and timelines mentioned with respect to a product. If due to any unforeseen circumstances or limitations from Our side, the order is not shipped or delivered then such order stands cancelled, and the amount paid by You is refunded.

b. The return process of a product may be subject to additional terms depending on the nature and category of the product. Any such additional terms may be specified under the Return and Refund Policy or be intimated at the time of purchase of the product.

#### **15. YOUR DATA**

a. The privacy of your data supplied to Us during the shipping procedure is also governed by our privacy policy.

#### **16. CHANGES TO THIS POLICY**

a. Please note that We may from time to time change the terms of this Policy and every time You wish to use this website, please check the Policy to ensure You understand the terms and conditions that apply at that time.

b. If you do not wish to accept the revised Policy, you should not continue to use the Services. If you continue to use the Services after the date on which the changes, come into effect, Your use of the Services indicates your agreement to be bound by the new Policy.

#### **17. FORCE MAJEURE**

We shall not be considered in breach of guarantee or terms of service and shall not be liable to the Customer for any cessation, interruption, or delay in the performance of its obligations by reason beyond Our control including natural disasters, pandemics, fire, an act of God or public enemy, famine, plague, the action of the court or public authority, change in law, explosion, war, terrorism, armed conflict, labour strike, lockout, boycott or similar event beyond our reasonable control, whether foreseen or unforeseen.

**18. CONTACT US**

For any feedback, concern, or query, You may please reach out to Us on the contact details below.

Customer Care: \_\_\_\_\_