

# Delivery Policy- Dazz Tech Private Limited

This policy outlines the procedures and standards established by Dazz Tech Private Limited regarding the delivery of products to its Direct Sellers and customers.

## 1. Delivery Area and Partnerships

- **Service Area:** We provide delivery to more than **Number of Cities/Pin Codes Served** pin codes within India. Delivery availability is subject to your shipping address, which will be confirmed when placing the order.
- **Logistics Partners:** We partner with reliable logistics companies to ensure safe and timely delivery of products.

## 2. Delivery Timeline

Delivery time depends on the following factors:

Procedure (Process)	Expected Time	Details
<b>Order Processing</b>	24 to 48 Working Hours	Packing the order and handing it over to the logistics partner.
<b>Shipment Transit</b>	3 to 7 Working Days	Depending on the delivery address and geographical location.
<b>Total Delivery Time</b>	<b>4 to 11 Working Days</b>	May take longer for Remote Locations.

- **Delay:** Delivery may be delayed due to unforeseen circumstances (such as natural calamities, political unrest, or logistics partner issues). In such cases, the customer will be notified.

## 3. Shipping Charges

- **Standard Charges:** A standard delivery fee of **₹75** will be charged for orders up to **₹2999**.
- **Free Shipping:** **Free shipping** will be provided for orders of **₹3000** or more.
- **Additional Charges:** Additional Charges may apply for certain heavy or large products, based on the shipping address.

## 4. Procedures During Delivery

- **Safe Delivery:** The customer is advised to check the package for any damage or tampering while accepting the delivery.
- **Recipient Absence:** If the customer is not available on the first attempt, the delivery agent will attempt again. After two unsuccessful attempts, the order will be returned to our warehouse, and the customer must contact Customer Support for the next steps.

## 5. Delivery of Wrong or Damaged Product

- If the customer receives a **damaged, broken, or wrong** product, they must inform the

Customer Support Team within **24 hours** of accepting the delivery.

- The customer will be required to provide photos/videos showing the product's condition and packaging.
- In such cases, the Company will ensure a **replacement** or **full refund** of the product **at no extra cost**.

## **6. Address Change and Cancellation**

- **Address Change:** Customers can request an address change within **6 hours** of placing the order or before the order is dispatched. It will not be possible to change the address once the order has been shipped.
- **Order Cancellation:** Cancellation requests will be accepted before the order is dispatched, and a full refund of the amount will be processed.