

SHIPPING AND DELIVERY POLICY

The Company shall undertake the shipping and delivery of all the orders placed by you through the platform through its Third Party Logistic Partner. The Company shall ensure to be governed under such terms and conditions and such other agreement with the third party logistic partner to ensure safe and timely delivery of all the orders placed by you through the platform.

The Company shall not charge any delivery or logistical charges unless and until the logistical charges are above and beyond the reasonable thresholds.

The Company shall provide you with the date of dispatch and date prospective date of delivery on the confirmation email that the company shall provide you on successful completion of your order. The Company may additionally provide you with the tracking ID and such other reference details as may be required for the purpose of tracking your products.

Note: We do not have Cash on Delivery option for any Users of the Platform

Shipping Timelines: The shipping timelines shall vary according to the destination of delivery and the quantity of the products and the same shall be intimated to you through the confirmation email sent across to you.

Delivery is considered complete when the delivery executive has acknowledged delivering products to the customer on the address provided by you.

If the delivery is incomplete or the delivery has not been undertaken, then the User may raise a complaint on our Customer support email Id provided on the Terms of Service and Privacy Policy. We may investigate the issue and then proceed with a refund at the earliest in case of a discrepancy in providing services to you.

If you have any questions about this Policy or any other policy, the practices of the Platform, or your experience with the Service or the product purchased, you can contact us at support@custiv.com .