

Shipping Policy

At **Jamun Designers Collective**, we carefully pack every order and deliver across India.

Delivery Charges

- **Free delivery** on all orders above **₹3,500**.
- For orders below ₹3,500, standard delivery charges will be calculated and displayed at checkout.
- All standard shipments are sent by **road** through our delivery partners.

Delivery Time

- Standard delivery usually takes **5–7 working days** from the date your order is dispatched.
- Deliveries to remote locations or areas with limited connectivity may take up to **14 working days**.
- Delivery timelines may occasionally be affected by circumstances beyond our control, including weather conditions, natural events, strikes, or courier-related delays.

Express & Air Delivery

If you require your order urgently, **air or express delivery may be arranged on request**, subject to availability.

Additional charges will apply and will be communicated to you before dispatch. Payment for additional shipping charges can be made by **card or UPI**.

Order Tracking

Once your order has been dispatched, you will receive shipping and tracking details by email or WhatsApp, where applicable.

You can use the tracking details provided to follow the progress of your shipment.

Delivery Address

Please ensure that your **shipping address, phone number and PIN code** are accurate and complete when placing your order.

Jamun cannot be held responsible for delays or failed deliveries resulting from incorrect or incomplete address information.

If a parcel is returned to us because of an incorrect address, an unsuccessful delivery after the courier's delivery attempts, or the recipient being unavailable, additional shipping charges may apply for re-delivery.

Damaged or Incorrect Deliveries

To help us resolve any delivery-related issues quickly, we **strongly recommend that you record a continuous, unedited video while opening your package.**

The video should clearly show:

- The package as received, including any visible damage or tampering.
- The opening of the package.
- The product and its condition immediately upon opening.

If your order arrives **damaged, tampered with, or contains an incorrect item**, an unboxing video showing the issue will be required as proof when raising a claim.

Please contact Jamun **within 48 hours of delivery** and share the unboxing video along with clear photographs of the package and product.

Claims without appropriate video evidence may be difficult for us to verify and may not be eligible for replacement, refund or exchange.

Please **do not use, wash, alter or otherwise modify** a damaged or incorrect product until the issue has been reviewed by our team.

We will assess each claim and, where the issue is verified, arrange an appropriate resolution in accordance with our **Returns & Exchange Policy**.

Delivery Delays

While we aim to deliver within the stated timelines, occasional delays may occur due to circumstances outside our control, including severe weather, natural disasters, strikes, public disruptions, courier network issues or other unforeseen circumstances.

We will do our best to assist you in tracking and resolving any such delays.

Contact Us

If you have any questions regarding your order or delivery, please contact us through our **Contact Us** page or using the contact details provided on our website.

Jamun Designers Collective reserves the right to update this Shipping Policy from time to time. Any changes will be reflected on this page.