

Shipping & Logistics Policies

Dispatch Period

Dispatches will be done within 7-10 working days after confirmation of order and receipt of payment. However sometimes it may take more than 10 days which depends on various factors.

Delivery Period

We are in association with industry leading delivery partners to provide you a very good delivery experience with safe and fast delivery of your product but the time taken for delivery tends to vary according to the destination; however, we make our best efforts to ensure that the order is delivered on time. Due to involvement of international borders and many other factors there is no minimum or maximum delivery period guaranteed by us.

Shipping Partner

PAN CREATIONS INDIA (**PCI**) is not providing shipping and logistic services directly; we are in association with DHL EXPRESS and FEDEX EXPRESS for the same. All the terms & conditions, policies, Insurances, damages, delivery charges, taxes, other charges etc. of DHL EXPRESS and FEDEX is applicable as per selected shipping partner. These all terms & conditions, policies, Insurances, damages, delivery charges, taxes, other charges etc. can be viewed/ accessed from the link below.

DHL EXPRESS: <https://mydhl.express.dhl/in/en/legal/terms-and-conditions.html>

FEDEX EXPRESS: <https://www.fedex.com/en-in/conditions-of-carriage.html>

Delivery Charges & Other Charges

Delivery charges and other charges is not inclusive in the price of any product displayed on our website. Delivery charges and other charges will be calculated and displayed by third party APIs after selecting of a product, choosing of quantity and providing of complete address for delivery. (At Checkout)

Delivery & other charges may vary from location, quantity, time and many other factors. PCI is nothing to do with these charges and the decision of delivery partner will be final in terms of these charges.

Duties, Taxes, & Charges of other Countries

Price displayed on the website is not inclusive of the duties & taxes of other countries and upfront calculation of these duty & taxes is not possible. Accordingly, duty & taxes levied by destination country has to be borne by the customer and needs to be paid to the delivery partner at the time of delivery. Please note that all consignments are on **Delivery Duty Unpaid (DDU)** basis..

Custom Clearance

All products exported from India need to be cleared by the Indian Customs office. Products along with their complete documentation are filed with the authorized officer of the Indian Customs office for inspection, examination and assessment and only then delivered to your shipping address. Hence, please ignore the message on the package section which mentions: Please do not accept if the package is received in Open/ Tampered condition. You will find the package sealed with a label saying Opened for Customs

Custom clearance of destination country will be done by delivery partner and all the charges and taxes to be borne by the customer and needs to be paid to the delivery partner at the time of delivery.

Insurance

We will dispatch the product in export quality packaging. The chances of damages in our export quality packing is almost zero, however Insurance of goods in transit for damages, losses, theft, etc. will be provided by delivery partner which is covered in delivery charges. All the terms and conditions of delivery partner and insurance companies will be applicable to the customer as per policy & other document. Any losses, damages and other claims need to be claimed by the customer directly from delivery partner and insurance companies. PCI is not responsible for any damages, losses & any type of other claim once the goods leaves the factory.

Tracking of Order

A unique tracking ID will be provided after placing of order successfully. Customers can track current status of their order from that ID.

Others Terms for Delivery

In the event that a non-delivery occurs on account of a mistake by you (i.e. wrong name or address or any other wrong information), any extra cost incurred by PCI for re-delivery shall be claimed from you and you shall bear such expenses before delivery to the customer.

Disclaimer

All products and the information displayed on <https://www.waferthinstone.com> constitute an invitation to offer. Your order for purchase constitutes your offer which shall be subject to the terms and conditions as listed herein. We reserve the right to accept or reject your offer in part or in full. Our acceptance of your order will take place upon the dispatch of the product(s) ordered.

