

## DELIVERY & SHIPPING POLICY

### GENERAL

- i. This website with the URL of [www.designzlife.com](http://www.designzlife.com) (Website/Site") is operated by Designz Life ("We/Our/Us)
- ii. We are committed to delivering the order placed by You within the given period and in accordance with this Delivery Policy ("Policy").
- iii. Currently, we offer shipping of all our products in India only subject to the provisions of this Policy & our Shipping Partner.
- iv. You are advised to read Our Terms and Conditions along with this Policy
- v. 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.
- vi. 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.
- vii. We make all commercially reasonable endeavours to ensure that the products are delivered to you promptly.
- viii. Please read this Policy before making a purchase, so that you understand your rights as well as what you can expect from Us.

### DEFINITIONS

- i. "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.
- ii. "Website" - means this website with the URL: [www.designzlife.com](http://www.designzlife.com)

### COST OF SHIPPING

- i. Shipping and handling rates may vary based on product, packaging, size, volume, type, location and other considerations.
- ii. Shipping charges for your order will be calculated and displayed at checkout.

### SHIPPING UPDATES

- i. All orders are processed within 8 to 12 business days (excluding weekends and holidays) after receiving your order confirmation email. We thrive to process and dispatch your products at the earliest. .
- ii. Once your order ships, you will get a notification with the details of the courier service provider and other relevant information through email.

### TIME FOR SHIPPING

- i. Delivery time is dependent 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.
- ii. The delivery time is indicative and can vary due to external factors.

### IN-STORE PICKUP

- i. You can skip the shipping fees with free local pickup from our Workspace in Kolkata (97, Santoshpur, Kol-700075). After placing your order and selecting local pickup at checkout, your order will be prepared and ready for pick up within 8 to 12 business days. We will send you an email when your order is ready along with instructions.
- ii. Our in-store pickup hours are 9:00 am to 9:00 pm on Monday to Saturday. Please have your order confirmation email with you when you come.
- iii. We reserve the right to make changes or completely stop the in-store pick option without notifying the customers.

### OTHER RULES

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

- ii. While We shall strive to ship all your ordered products together, this may not always be possible due to product characteristics, or availability.
- iii. Partial refunds will not be entertained.
- iv. 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.
- v. Our Logistics Partner is SHIPROCKET. Go through their legal Policies regarding Shipment and delivery and other applicable features.

#### RESTRICTIONS

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 during order confirmation

#### REPLACEMENT, RETURN AND REFUND

- i. The return process of a product may be subject to additional terms depending on the nature and category of the product.
- ii. Any such additional terms may be specified under the Return and Refund Policy or be intimated at the time of purchase of the product.
- iii. For more details, You can check our Refund Policy

#### INTERNATIONAL SHIPPING

Currently we do not offer international shipping.

#### YOUR DATA

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

#### CHANGES TO THIS POLICY

- i. 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.
- ii. 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.

#### 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.

#### CONTACT US

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

Customer Care No. +91-9836783088

Email: [connect@designzlife.com](mailto:connect@designzlife.com)