

Shipping & Delivery Policy

Domestic Shipping Policy:

- Products will be processed once within 1-2 working days once the order is placed.
- Delivery is usually within 4-5 working days, subject to courier company norms. In some cases, delivery may take from 7-10 days depending on the delivery location and accessibility.
- We are not responsible if the package remains undelivered after sharing the OTP with the delivery person without receiving the parcel in hand.
- If you find any product is missing from your order list, please reach out to us with an unpacking video within 24 hours of delivery.
- Orders placed over the weekend and public holidays will be processed on the following workday.
- Large product orders may be shipped in multiple packages, which might be delivered at different times. Please check your order tracking page for details.
- Shipping costs are non-refundable. You will be responsible for paying the shipping costs for returning your item.
- Products cannot be cancelled once they have been shipped.
- Shipping will be free for orders over Rs.1000/-
- All products ordered in one cart will be shipped to one shipping address. If you need the products delivered to more than one shipping address, place your orders separately with different addresses.
- Delivery time is subject to factors beyond our control, including unexpected travel delays from our courier partners and transporters due to weather conditions and strikes. We will keep you informed of the status of your order, including any delays. You can refer to "Track my order" to see the status of your order.
- All our products are packed in secure, tamper-proof packaging. If you find that the package is tampered with, please do not accept delivery of the same from the carrier. If the customer accepts delivery, it will be deemed that the product arrived in a tamper-proof condition, and we will be unable to fulfil any exchange or refund request.
- We do not encourage a change in the delivery address once the order is dispatched. It is the responsibility of the customer to enter the proper details

of the address to successfully deliver the order. TCC is not responsible if a wrong address input leads to the non-delivery of the order.

- Please be advised that the order may go undelivered in case of a delivery attempt failure at the customer's end.
- In case the order is returned to our facility due to non-delivery issues at the customer's end, any extra freight charges will be charged to the customer.

International Shipping Policy:

- All orders placed from outside India will be processed and dispatched by an international courier service in 1-2 working days. We use DHL to ensure that your orders are delivered safely and efficiently.
- International shipping charges are calculated based on the destination, weight, and dimensions of the package. Please note that additional fees such as customs duties, taxes, and import charges may apply later.
- Delivery times vary depending on the destination, you can expect delivery within 4-6 working days after dispatch. If your order needs to clear customs, then there may be a delay in delivering the order. We are not responsible for such delays.
- Tracking details will be sent to your registered mail once the order is ready for dispatch.
- Sometimes, the order will have to get customs clearance before delivering them to you. Any additional taxes, import duties or customs charges levied in this process will be charged to you. You are liable to pay the carrier for those charges in such cases. (These fees are the responsibility of the customer and are not included in the shipping charges.) Therefore, we advise you to familiarize yourself with the laws and regulations governing the import of goods in the country to which you wish to ship the items. In case customers fail to pay customs, the order will be returned to us & a refund will be processed only after deducting all the charges.
- Customs are exempt based on 'Minimum order' (excluding any shipping charges). **De minimis Value** - De minimis is a legal term that refers to the value below which goods can be shipped into a country without incurring duties and taxes. Please refer the link for details - <https://www.avalara.com/us/en/learn/cross-border-resources/de-minimis-threshold-table.html>

Note: It may not be perfectly accurate or Up to date.

- We reserve the right to modify or update our International Shipping Policy as needed. Any changes will be posted on our website and will take effect immediately.
- The delivery executive will try to contact you before delivering the order, if not answered Order may be left at your doorsteps.
- We ensure that the products will reach you in good condition. However, TCC and its affiliates have limited liability in case of any loss of goods during transit. These queries should be communicated to us within 24 hours of delivering the order with video proof of unpacking the order.
- There is no return/replacement for international orders.
- We do not encourage a change in the delivery address once the order is placed. It is the responsibility of the customer to enter the proper details of the address to successfully deliver the order. TCC is not responsible if a wrong address input leads to the non-delivery of the order.
- Only 'International Cards enabled with 3D Secure' is Accepted (Customers must enable 3D Secure on existing cards or must use another card with 3D Secure).