

Shipping Policy for Victous Lifesciences Private Limited

Victous Lifesciences Private Limited has an objective to provide highest level of Direct Seller satisfaction. We ensure that the Direct Seller experience post purchase is smooth, seamless and delightful w.r.t. the quality and speed of delivery. We also keep our Direct Seller apprised about various stages of the order placed: Order Processing, Dispatch & Delivery.

1. Shipping Methods and Timeframes: We offer multiple shipping methods for our products within India. The estimated delivery time may vary depending on the shipping method selected and the location of the delivery address. Please note that delivery times are approximate and may be affected by factors beyond our control, such as weather conditions and unforeseen circumstances.

Standard Delivery Orders will be delivered within

- Local: 2-4 business days from the order date.
- Rest: 5-8 business days from the order date.
- Outside Delivery Area (Remote Locations): 8-10 business days from the order date.

We deliver only on business days.

2. Shipping Costs: Shipping costs are calculated based on the total order value, destination, and chosen shipping method. We strive to offer competitive shipping rates to ensure your products reach you at the most reasonable cost.

Shipping Cost is applicable for all types of Shipping Method including Courier & Store Pickup

Order Value > Rs. 2500/- Rs.100/- (Inclusive of GST)

Order Value < Rs.2500/- , it will be 5% on Total Order Value

Additional Shipping charge applicable on selected pin codes (if they are belonging to ODA location)

Shipping charges are non-refundable.

3. Order Processing: Orders are typically processed within 1-3 business days from the date of purchase. Once your order has been processed and shipped, you will receive a confirmation email containing tracking information.

4. Tracking Information: We provide tracking details for all shipments, allowing you to monitor the progress of your order. Please note that it may take up to 24 hours for the tracking information to be updated after your order is shipped.

5. Delivery Addresses: We deliver to addresses within India. It is essential to provide accurate and complete delivery information to avoid delays or misdeliveries.

We are not responsible for incorrect or incomplete addresses provided by customers.

6. Undeliverable Packages: If a package is returned to us as undeliverable due to incorrect address information or refusal of delivery, we will contact you to arrange for re-delivery. Additional shipping charges may apply.

7. Returns and Exchanges: Please refer to our separate Returns and Exchanges Policy for information on returning or exchanging products. Note that shipping costs for returns are the responsibility of the customer, unless the return is due to an error on our part.

8. Contact Information: If you have any questions or concerns about shipping, please contact our customer support team at victouscustomerinfo@gmail.com or +91 9491692131.

9. Policy Updates: We reserve the right to update our Shipping Policy as needed. Any changes to this policy will be posted on our website, and the revised date will indicate the last update.

By placing an order with Victous Lifesciences Pvt. Ltd, you agree to the terms and conditions outlined in this Shipping Policy

Victous Lifesciences Pvt. Ltd