

# Shipment & Delivery Policy – Herbal Samrat International Co.

At **Herbal Samrat International Co.**, we are committed to ensuring a smooth and efficient shipping experience. Please review the following shipment and delivery policies:

## Definitions

- **Company:** Refers to **Herbal Samrat International Co.** ("we," "us," or "our").
- **Goods:** Refers to the products offered for sale on our website.
- **Orders:** Refers to customer requests to purchase goods from the Company.
- **Service:** Refers to the website and services provided by **Herbal Samrat International Co.**.
- **Website:** Refers to the official website of **Herbal Samrat International Co.**, accessible at [www.herbalsamrat.com](http://www.herbalsamrat.com).
- **You:** Refers to the individual or entity accessing or using the website and services, or making purchases through the website.

## Shipment Dispatching Policy

- **Domestic Shipments:** Orders will be dispatched within **3 working days** of order confirmation. While we strive to meet this timeline, there may be delays due to unforeseen circumstances.
- **International Shipments:** For international orders, shipments will be dispatched within **3 to 5 working days**. International shipments may experience delays due to customs or other external factors.

## Shipment Delivery Policy

- **Domestic Shipments:** Typically delivered within **5 to 7 working days** after dispatch. Delays may occur due to issues beyond our control, such as courier-related delays.
- **International Shipments:** Delivered within **7 to 10 working days** after dispatch. Delivery may be delayed due to customs processing or other international shipping factors.

## Shipping Costs & Coverage

- **Domestic Shipping:** Free shipping on orders over ₹599. A shipping fee of ₹40 applies to orders below ₹599.
- **International Shipping:** Shipping fees are based on the destination and order size, and will be calculated at checkout.

## Shipping Partners

To ensure timely and secure deliveries, we partner with trusted courier services:

- **Domestic Shipments:** We collaborate with **Blue Dart, Delhivery, Ecom Express, and India Post** for reliable delivery across India.
- **International Shipments:** We partner with international couriers such as **DHL, Aramex, FedEx,** and **UPS** for overseas deliveries.

## Shipment Confirmation & Tracking

Once your order is shipped, you will receive a confirmation email with your tracking number. Please allow up to **24 hours** for the tracking information to become active.

## Delivery Delays

While we aim to deliver your order within the estimated time frame, there may be delays due to unforeseen circumstances like weather, holidays, or logistics issues beyond our control. We appreciate your patience in such cases.

## Contact Us

If you have any questions or need assistance regarding shipments or delivery, please contact us at:

- **Website:** [www.herbalsamrat.com](http://www.herbalsamrat.com)
- **Email:** [care@herbalsamrat.com](mailto:care@herbalsamrat.com)
- **Phone:** +91 92582 82028
- **Address:** Herbal Samrat International Co., Kaleem Colony, Mimlana, Muzaffarnagar, U.P. 251002

Thank you for choosing **Herbal Samrat International Co.**. We are committed to delivering your orders in a timely and reliable manner.