

## **YOUTAG INFOTECH PRIVATE LIMITED**

P. No. - 678, Gokul Nagar, Opp Shekhawat Marg, Kalwar Road, Jhotwara, Jaipur, Pin-302013 (Raj)

CIN U51909RJ2020PTC072779 ,Contact No-9672427863

Email: support@youtagindia.in Web Site: [www.youtagindia.in](http://www.youtagindia.in)

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### **POLICY FOR SHIPPING & DELIVERY**

#### **SCOPE AND PREFACE TO THE POLICY**

**Shipping and delivery policy helps Youtag Infotech Private Limited (Herein after referred as “Company”) to ensure safe and timely delivery of product to customers. This policy will assist the terms and conditions for carry out the delivery of products in the smooth manner so that the operations of the Company are completed in the time bound manner.**

**This policy will cover delivery & shipping of all such products against which orders received by company from company website [www.youtagindia.in](http://www.youtagindia.in) as well as any other mode like through direct seller.**

#### **Aim to the policy**

**Company is known for offering quality and standard products. We always ensure that consumer can get timely delivery of the products. From the placement of the order till the delivery of the products, our primary moto is to serve the consumer in an efficient and effective manner within the stated timelines.**

#### **PROCESS INVOLVED IN SHIPPING & DELIVERY**

- 1. Once our system processes your order, your products are inspected for the purpose of checking availability in respect to the product.**

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- 2. Once the order has been completed and necessary information has been filed upon, then the order will begin for processing for the shipment.**
- 3. After they have been passed the process of the quality check, the process of the shipment has been done with our delivery partner.**
- 4. Our delivery partners then bring the package to customer at the earliest possible time period.**

### **Shipping Charges**

**Shipping Charges across India for any order as per weight of product up to \_\_\_\_\_**

### **Details required**

**Company provides delivery of product across country, so it is requested to customers to provide complete address detail while placing your order on company site to ensure speedy delivery of your product. The address will be provided in the following format:**

- FULL NAME**
- 2 CONTACT NUMBERS ALONG WITH THE E-MAIL ID**
- PINCODE**
- FLAT HOUSE NO., BUILDING, COMPANY, APARTMENT**
- AREA, STREET, SECTOR, VILLAGE**

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- **LANDMARK**
- **TOWN/CITY**
- **STATE**

### **Delivery Location**

**As per the estimation, delivery time will be provided to you once the order has been placed. Delivery times are estimates and commence from the date of shipping, rather than date of order.**

**Delivery times are used as a guide only and are subject to the acceptance and approval of the order. Unless there are exceptional circumstances, we make every effort to fulfil your order within 10-15 business days of the date of your order.**

***Business day mean Monday to Saturday, except holidays.***

**Date of delivery may vary due to carrier shipping charges, delivery location, method of the delivery and the items ordered. Product may also be delivered in separate shipments as per the requirement.**

### **Reason behind cancellation of an order**

- **In case our delivery person fails to contact with you and he made 2 attempts to deliver your product at the mentioned address, but he still failed in making the delivery, then the company reserves the right to cancel the order at its own desire.**

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- **If delay cause to deliver product due to incomplete address, then company shall not be considered liable for delay.**

### **Mode of delivery the order**

**Delivery of goods shall be made to the consumer either through courier/Logistics or through Direct Seller. The status of completion of delivery shall be considered done in the following manner:**

- 1. Through Courier / Logistics – After getting physical sign of the customer or after verification of OTP acknowledgement sent to the customer.**
- 2. Through C&F/ Direct seller– After receiving OTP from the registered mobile number.**

### **Delay in shipping and delivery**

**Order delivery may be delayed on account of following:**

- 1. Unsuitable weather condition**
- 2. Political disruptions, strikes, employee lock-outs, govt. directed lockdowns**
- 3. Acts of God such as floods, earthquakes, etc.**
- 4. Other unforeseen circumstances**

**Company put all its efforts to deliver your order within time as mentioned under this policy and in case of delay, company shall intimate to customer for this delay. Customer after receiving this**

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**notification has two options either to proceed with that order or can claim refund for that product.**

### **Shipment and Tracking Details**

**We will send you an email/SMS regarding the shipment of your order on your registered mobile number and E-mail Id as soon as the items are handed over to the Courier. These alert E-mail/SMS will contain the tracking number and courier company website details along with expected date of delivery.**

**Tracking numbers for orders shipped might take upon 24 business hours to become active on the website of the respective courier company. If the order gets delayed by any of the reason, we will send you a separate intimation informing about the same.**

### **Transit time to deliver product**

**Orders will be shipped within 7 business days of original ship date; company provide all product to their customers at stimulated time frame. And if any delay may be caused on company part, then customers have option, they can return that product and claim their refund.**

**Company will not be liable for any damages, interests or claims etc. resulting from not processing a Transaction/Transaction Price or any delay in processing a Transaction/Transaction Price which is beyond control of company.**

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### **Order Delivery Timelines**

Usually, orders are dispatch within 7 working days of the customer placing the order. However, in line with the government guidelines in response to the State, delays might be experienced under certain circumstances. Upon the successful placing of the order, the end user will receive a unique tracking identity number through e-mail and SMS. Then the concerned user may use the tracking number for the purpose of checking the status of the purchased products and the expected date of delivery.

### **Miscellaneous request**

#### **Customer change in address request**

Company only considers change in address request, after placing order by customer. Customer can apply for change in address request within 24 hours from the order date.

#### **Lost in transit**

- If a shipment is lost in transit, we shall wait for 12 days and then we will make another attempt for shipping the order. However, you have a right to cancel the order and you need to intimate us with regard to same.

#### **Modifications to this Policy**

Company reserves the right to change this policy notice at any time. If we change this policy Notice we will update the effective date and such changes will be effective upon posting. We encourage you to review the policy regularly.