

SHIPPING POLICY

1. The terms of this shipping policy govern the shipping practices for the website www.orchardlane.in - referred to as Website.
2. Summer Rain Foods Pvt Ltd (hereinafter referred to us “we”, “us” or “our”), is a private company limited by shares and incorporated under the Companies Act, 1956 with its offices in Bangalore, India. Reference to “you” in this Shipping Policy refers to the users of this website who have made a purchase on the Website.

3. Shipping Policy

- (a) We currently deliver products only in the territory of India.
- (b) You will not be able to confirm your order on the website in the event we do not deliver to your area. We are in the process of ensuring delivery all across India and our serviced areas are being frequently updated. We request you to please come back and check if we have begun delivery in your area.
- (c) Once your order is placed on the website and the same is accepted, we will issue an email confirming your order.
- (d) We strive to ship ordered products typically within 6-10 working days of order placement and confirmation. Upon successful shipment of an order, we will send you the details of the consignment to allow you to check the status of your order.
- (e) The typical delivery date shall be within 10 days of shipping and in no event later than 12-15 days in the event of exigencies or delay beyond our control or the control of our vendors.
- (f) In the unlikely event that we are unable to deliver within 12-15 business days of placing the order, we will cancel the order and refund any amounts to the same account from which such payments were made from. In the event of part delivery of the order and we are forced to cancel the remaining order we will send you an email informing the same and refund any payment made against the unshipped part of the order to the account from which such payment was made
- (g) To ensure efficient delivery of the products, we use only reputed courier agencies.
- (h) We strive to ship all items in your order together; however, this may not be always possible due to the product characteristics or availability.
- (i) All orders will be shipped with an invoice mentioning the price in accordance with the Indian Tax Regulations.
- (j) The applicable cost for shipping orders will be shown during checkout process while the purchase is being made on the website.
- (k) If the order is cancelled, lost or un-delivered to your preferred location, we will refund the complete order including any shipping charges.
- (l) We do not provide a reverse pickup for orders that need to be returned. Customers need to self-ship any orders and provide us a receipt of the shipping amount which will be then considered for part or full reimbursement.