

Our standard dispatch timelines are between 1-2 weeks from Saukhya's dispatch unit located in Chandigarh for domestic and international orders.

We will share regular updates about your order from dispatch to delivery via Email & SMS details provided by you when placing the order. The delivery status is also available on your registered account on [www.shopsaukhya.com](http://www.shopsaukhya.com)

## **Domestic Orders:**

We do not levy any delivery charges/ fees on orders delivered within Republic of India.

While we do service many pin codes in India via our 3rd party delivery partners, there may be certain pin codes that are out of our service area.

The Standard Delivery for within India is 6-10 business days from the date of dispatch.

## **International Orders:**

Shipping charges are applicable on all orders.

Shipping and handling rates vary based on the product, its size and volume, the packaging used and the shipping destination. You will see the final shipping and handling charges at the time of checkout after you provide the shipping address for your order.

The Standard Delivery for international orders is 10-14 business days from the date of dispatch.

While we service worldwide, there may be countries or regions that are under restrictions or political sanctions.

## **Duties on International Orders:**

Custom Duties & Taxes for international orders are not included in your order, and are over and above any shipping charges paid at checkout. Most countries charge duties on imported items which are levied at the time of port entry and they vary based on the destination country and the products imported. You will need to pay the applicable duties and taxes directly to the shipping agency at the time of your order delivery.

## **Tracking Package**

Once your order is shipped, we will mail you your tracking number along with information about the shipping agency. You can track your order status on the [www.shopsaukhya.com](http://www.shopsaukhya.com) website by entering your assigned order tracking number.

You can always contact us at [care.saukhya@gmail.com](mailto:care.saukhya@gmail.com) for any queries related to your order and shipping.

## **Non-Availability on Delivery**

Our delivery partners will attempt to deliver the package three times before they return it to us. Please provide the complete & accurate shipping address including pin code and a mobile number. This will help us in delivering your order faster. Do note, orders shipped and returned due to Non-Availability on Delivery are not eligible for any refunds/ repeat fulfillment or credit notes in lieu of the returned original order.

## **Modes of Payment**

We accept all major debit & credit cards (including MasterCard, Visa & American Express) and also provide Net Banking options across major banks, UPI and mobile wallets.

Cash on Delivery (COD) facility is available at the moment for **Domestic orders only**.

For all international transactions, we accept major Credit Cards (including MasterCard, Visa, American Express, PayPal, etc.).