

SHIPPING POLICY

1. Dispatch Time

Orders are usually dispatched within 2 business days of payment of order, except on national holidays at which time there may be a few delays. In these instances, we take steps to ensure shipment delays are kept to a minimum.

2. Transit Time Domestically

Typically, the domestic shipments are in transit for 2 - 7 days

3. Change Of Delivery Address

For change of delivery address requests, we are able to change the address at any time before the order has been dispatched.

4. Items Out Of Stock

If an item is out of stock, we will cancel the order and refund the out-of-stock items and dispatch the rest of the order.

5. Delivery Time Exceeded

If delivery time has exceeded the forecasted time, please contact us so that we can conduct an investigation.

6. Tracking Notifications

Upon dispatch, customers will receive a tracking link on email from which they will be able to follow the progress of their shipment based on the latest updates made available by the shipping provider.

7. Process for parcel damaged in-transit

If a damaged product has been delivered to you, to make an exchange, customers should get in touch with customerservice@kalaghodaartkart.com within 24 hours of receipt of the product with supporting images of the product.

8. Process for parcel lost in-transit

We will process a refund or replacement as soon as the courier has conducted an investigation and deemed the parcel lost.