

## Shipping and Delivery

### **Online orders of buyer's and Kalpamrit Distributors :**

KMPL will ship products within two working days after receipt of online order and payment. If any order is placed along with payment but products are not available with company will credit distributor's wallet or refund the amount to the same bank account from where payment was initiated.

Delivery time : KMPL arrange logistic partner depending upon serviceability provide by logistic partner. Buyer will get notification of billing through SMS. Standard delivery time is 7 days from the of booking. Buyer will get notification of booking details through SMS. Delivery time may increase if logistic partner is facing any transportation issue. Buyer may notify KMPL through call, email, whatsapp or grievance form available in company's website and mobile app if order is not delivered within seven days from the date of booking.

To avoid order delivery time buyer shall update his/her address before placing order.

Delivery charges : KMPL provide free home delivery for orders value more than Rs.1100.00. Orders valued less than the amount will be charged with Rs.34.00 per Kg. Buyer shall not give any charged to logistic partner.

Payment gateway charges : KMPL will bear charges levied by payment gateway charges.

### **Online orders of Kalpamrit Super Depot, Depot, Franchise & KSP :**

KMPL will ship products within four working days after receipt of online order and payment. If any order is placed along with payment but products are not available with company will leave credit party wallet or refund the amount to the same bank account from where payment was initiated as preferred by party.

Delivery time : KMPL arrange logistic partner depending upon serviceability provide by logistic partner. Buyer will get notification of billing through SMS. Standard delivery time is 7 days from the of booking. Buyer will get notification of booking details through SMS. Delivery time may increase if logistic partner is facing any transportation issue. Buyer may notify KMPL through call, email, whatsapp or grievance form available in company's website and mobile app if order is not delivered within seven days from the date of booking.

To avoid order delivery time buyer shall update his/her address before placing order.

Delivery charges : KMPL provide free home delivery for orders value more than Rs.10,00,000.00 for Super Depot, Rs.5,00,000.00 for Depot, Rs.30,000.00 for Franchise and Rs.15,000.00 for KSP. Orders valued less than the amount will be charged as per actual or Rs.5.00 per Kg whichever is higher.

Note : Only online orders will be processed.

Updated on : 13th Nov 2018.