

ShopSmart Shipping Policy

Shipping Options

Option	Speed	Cost	Best For
Standard	5-7 days	₹5.99 (free on ₹200+)	Normal orders
Express	2-3 days	12.99	Need it soon
Overnight	Next day	₹24.99	Emergency/urgent
Same-Day	Same day	₹34.99+	Local areas only

Note: Processing takes 1-2 business days before shipping starts.

Delivery Areas

- **Domestic:** Entire India
- **International:** 50+ countries
- **Same-day:** Select major cities (Mumbai, Delhi, Bengaluru, etc.)

Check product page to verify delivery to your location.

How to Track

1. Log into your account
2. Go to "My Orders"
3. Click on order to see tracking number
4. Use tracking number to check status anytime
5. Get email updates at each milestone

Delivery Details

Valid Addresses

- House/apartment (unit number required)
- PO Box (check product eligibility)
- Business address
- College dorm

Address Changes

You can change address **within 2 hours of ordering** if item hasn't shipped yet.

After 2 hours: Contact support. Changes may not be possible.

Shipping Problems

Package Lost

1. Wait 5 days after expected delivery date
2. Contact support with Order ID
3. We file claim with carrier
4. Refund or replacement issued

Package Damaged

1. Take photos before opening
2. Contact support within 48 hours

3. Provide Order ID and photos
4. Refund or replacement issued

Never Received (shows delivered)
1. Check with neighbors/building manager
2. Contact us within 5 days
3. We investigate with carrier
4. Full refund if no delivery proof

Refund for Shipping

- **Free return shipping:** Defective items, wrong items
- **You pay:** Change of mind returns (₹5-₹15)
- **Alternative:** Choose store credit for full refund (avoid shipping cost)

International Shipping

Available countries: 50+

Shipping times: 10-14 business days

Customs fees: You pay (calculated at delivery or during customs clearance)

Returns: You cover return shipping costs

Hazardous Items

Some items cannot ship (explosives, certain chemicals, large batteries).

Check at checkout if item can be shipped to your area.

Large/Oversized Items

Furniture, appliances, and heavy items may require:

- Special freight shipping
- Higher shipping fees
- Appointment for delivery
- Signature required

Quote provided at checkout.

Seasonal Shipping

Holiday delays (Dec 15 - Jan 2):

- Processing: +1-2 days
- Shipping: +1-2 days
- Use Express/Overnight if time-sensitive

Order cutoff before holidays:

- Christmas: Dec 20 (Overnight)
- New Year: Dec 28 (Express)

Signature & Safe Placement

****Signature required by default for:****

- Orders \$500+
- Overnight/Same-day delivery
- Electronics

****Request "safe placement":****

- Leave package at safe spot (garage, side door)
- No signature needed
- Risk: Package theft (we're not responsible)

Frequently Asked Questions

****Q: How much is shipping?****

A: ₹5.99 standard (free on ₹200+), ₹12.99 express, ₹24.99 overnight, ₹34.99+ same-day.

****Q: Can I upgrade shipping after ordering?****

A: Yes, within 2 hours. Contact support for additional cost.

****Q: How long does processing take?****

A: 1-2 business days before item ships.

****Q: Can I redirect my package?****

A: Only within 24 hours of shipment, before delivery attempt. Success not guaranteed.

****Q: What if I'm not home for delivery?****

A: Carrier attempts redelivery. After 2-3 attempts, package returns to warehouse. Contact us for redelivery.

****Q: Do you ship to PO Boxes?****

A: Some items do. Check the product page.

****Q: Can I use a different carrier?****

A: No, we choose the best carrier for reliability.

****Q: What's the address change deadline?****

A: 2 hours from order placement if item hasn't shipped.

****Last Updated:** January 2026**