

## **Title: Shipping & Delivery Guidelines — GroundTruth Coffee**

GroundTruth Coffee ensures that customers receive their orders quickly and securely.

### **1. Delivery Timelines**

- Standard Delivery: **2–4 business days**
- Express Delivery: **1–2 business days**
- Same-Day Delivery: available in select metro cities for orders placed before **2 PM**

### **2. Shipping Charges**

- Standard Delivery: Free on orders above **₹499**, else ₹49
- Express Delivery: ₹99 flat
- Same-Day Delivery: ₹149

### **3. Tracking Orders**

Every shipped order includes a **unique tracking ID**.

Customers can track their order on the official website under the “Track My Order” section.

### **4. Delays**

Deliveries may be delayed due to:

- Weather conditions
- Public holidays
- High seasonal demand
- Incorrect customer address

### **5. Lost / Damaged Packages**

GroundTruth will issue a refund or replacement if the package is confirmed lost or damaged during transit.