

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.