

Delivery and Shipping Policy

As per FRNZY's commission model, the merchant will be in-charge of shipping and returns of orders. We have partnered with a logistics aggregator, and upon receiving an order, the seller's dashboard will automatically show available shipping options along with prices and delivery time. The seller will need to select the delivery option and a logistics partner will be notified for pick-up at a date and address provided by the seller.

The merchant must prominently and clearly state the shipment period for their items. All orders received shall be attempted to be shipped within 2 working days and delivered within 7 days, unless specified otherwise. We understand products that are made to order take time: please mention it in the shop policy.

Actual shipping and delivery time may vary depending on availability, distance, land/air connectivity of Seller and Buyer's location, packed weight/dimensions of goods etc. For each item you list on the Site, you will provide to us the city and the state from which the item ships. At our request, you will provide to us (using the processes and timing that we designate) any requested information regarding shipment, tracking and order status, and we may make any of this information publicly available. If you fail to provide such shipment information within the time frame specified by us (e.g., 20 days after the date an order was placed) OR if the order is outside the estimated ship time with no proof of the order in transit, we may in our sole discretion cancel (and/or direct you to stop and/or cancel) any such transaction, and you will stop and/or cancel any such transaction upon such request by us and refund the customer in full. We will always help you get in touch with the logistical entity to track down a package. In case of disputes, FRNZY will intervene.