Shipping

**What are the delivery charges?**Delivery charge varies with each Vitality product. Buyers incur relatively higher shipping costs on low value items. In such a situation, charging a nominal delivery charge helps us offset logistics costs.  
Please check the slab to understand delivery charges.

**Why does the delivery date not correspond to the delivery timeline of X-Y business days?**It is possible that our courier partners have a holiday between the day you order a helmet and the date of delivery. Some courier partners and sellers do not work on Sundays and this affects the delivery date of the product you ordered. In this case, we add a day to the estimated date.

**What is the estimated delivery time?**Our business days exclude public holidays and Sundays.  
Estimated delivery time depends on the following factors:

* Product's availability
* The destination to which you want the order shipped to

**Are there any hidden costs (sales tax, etc) on items sold by Vitality?**Delivery charges are NOT hidden. When you purchase Vitality products, the prices you see on product page is exactly what you have to payand are charged extra as per shipping policy.

**Why does the estimated delivery time vary for each product?**

Delivery times are influenced by product availability, shipping destination and the courier partner's time-to-deliver in your location.  
We request you to please enter your default pin code on the product page to know more accurate delivery times.

**Vitality does not/cannot ship to my area. Why?**Whether your location can be serviced or not depends on

* Whether the Vitality ships to your location
* Legal restrictions, if any, in shipping Vitality products to your location
* The availability of reliable courier partners in your location

At times Vitality prefers not to ship to certain locations. This is entirely at our discretion.

**I need to return an item, how do I arrange for a pick-up?**You can return the item through a third-party courier service and you have borne the return fees.

**What do the different tags like "In Stock", "Available" mean?**

**'In Stock'**For items listed as "In Stock", Vitality will mention the delivery time based on your location pin code. (Usually 2-3 business days, 4-5 business days or 4-6 business days in areas where standard courier service is available).

**'Available'**Vitality might not have the item in stock but can procure it when an order is placed for the item. The delivery time will depend on the estimated procurement time and the estimated shipping time to your location.

**'Preorder' or 'Forthcoming'**Vitality items that are expected to be released can be pre-booked for you. The item will reach you in 2 to 6 business days.

**'Out of Stock'**This clearly indicates that currently, the item is not available for sale

**'Back In Stock Soon'**The item is popular and is sold out. You can however 'book' an order for the product and it will be shipped according to the timelines mentioned by the Seller.

**'Temporarily Unavailable'**The product is currently out of stock and is not available for purchase. Use the 'Notify Me' feature to know when it is available for purchase.

**'Permanently Discontinued'**This product is no longer available because it is obsolete and/or its production has been discontinued.

**'Out of Print'**This product is not available because it is no longer being manufactured.

**Does Vitality deliver internationally?**As of now, Vitality doesn't deliver items internationally.

You will be able to make purchases on our site from anywhere in the world with credit/debit cards issued in India, but please ensure the delivery address is in India.