

Shipping & Delivery Policy for EduShark Enterprise

Last Updated: [15-05-2025]

1. Digital Products & Services

- **Instant Access:** Most digital products (e.g., courses, e-books) are delivered immediately via email or dashboard access after payment confirmation.
- **Delivery Time:** Allow **1-2 business hours** for automated systems; contact us at [**support email**] if you don't receive access.
- **Requirements:** Ensure your email inbox (including spam folder) can receive messages from **us**.

2. Physical Products (If Applicable)

- **Processing Time:** Orders are processed within **5 business days** (excluding weekends/holidays).
- **Shipping Methods:** We ship via [**India Post/ Blue Dart etc**] with standard (5–7 days) or expedited (2–3 days) options.
- **Shipping Costs:** Calculated at checkout based on weight/destination. Free shipping may apply for orders over INR **999**.
- **International Orders:** Subject to customs fees/delays; buyer is responsible for these charges.

3. Tracking & Delivery Issues

- **Tracking Numbers:** Provided via email once your order ships.
- **Failed Deliveries:** If a package is returned due to an incorrect address, you'll be charged for reshipping.
- **Lost/Damaged Items:** Report within **7 days** of delivery for assistance. We may require photos of damaged items.

4. Returns & Refunds (Physical Goods)

- See our Refund Policy for details. Unopened items may be returned within **7 day** for a refund (customer covers return shipping).