

What are the shipping policies?

As Printrove does not have any logistics company of its own and is reliable on 3PL's (3rd Party Logistics) for shipping there are a certain policies that we follow,

- The shipping charges for your orders will be calculated on the total **order weight**.
- The delivery timelines will depend on the location and mode of transport (Air and Surface) chosen for the order. Please note that the delivery timelines may differ depending on the courier company as well.
- The Estimated Delivery Date updated on the tracking page is an **approximate** derived by evaluating multiple factors. You can expect the order to be delivered before or after the EDD suggested.
- All orders are attempted for delivery **thrice**, by default, in case of unsuccessful delivery. However, in case of cancellation requested by the customer, the order **cannot** be escalated for a re-attempt.
- The order will be initiated for RTO by default after **3** unsuccessful delivery attempts.
- All RTO initiated orders will be delivered to Printrove, by default.
- Orders not attempted for delivery due to natural calamities are **ineligible** for a freight refund.
- COD orders are **eligible** for a freight refund only if we have received **BPR** (Buyer's Positive Response) from the customer in response to the last delivery attempt made through the NDR.
- If an order has been attempted to be delivered with **damaged packaging**, the customer is required to **reject** the delivery.
- All disputes related to Damages during transit must be raised within **48 hours** of delivery with **unboxing videos**. Courier partners shall entertain claims related to damage only if **negative remarks** are mentioned on the POD copy. Printrove will **not be liable** for any damages during transit.
- Disputes regarding Fake delivery must be raised within **24 hours** of the delivery attempt.
- Printrove will **not** make any refunds or re-ship a product if any order is undelivered due to miscellaneous reasons and processed for RTO.
- The service of Reverse Pickup is **not** in our control. Thus, **no** escalation is accepted for an **empty, damaged, partial** or **wrong** product issue in **Reverse Pickups**.
- COD Charges are **not refunded** for an order due to unsuccessful delivery and RTO.
- All Proof Of Delivery (POD) Dispute cases need to be raised within **48 hours** of delivery.
- In case of **COD Abuse**, wherein the retail price has been paid by the customer but, the order is not marked as delivered, one is liable to share images of the **shipping label** and the **products** delivered with Printrove Support for a **satisfactory resolution** within **3 days** of delivery.
- In case an order has been marked **Lost**, the refund for the **retail price** will be processed through Printrove credits. The refund will be initiated once it has been processed by the logistics partner, which can take up to 7-9 days.
- Printrove is **not liable** to offer any compensation for misbehaviour, damages, lost orders, negative experiences, delays or unsuccessful deliveries from the courier partner's end.

