**Topic: Shipping**

1. Do you ship overseas?

We provide deliveries all over the world, by air, ocean and ground straight to your door step. This is done in collaboration with renowned shipping companies.

1. What is the shipping process?

There are different shipping options and accordingly we will share with you both its cost and transit times. We then provide an optional communication platform between yourself, us and the shipping agents. This can be done by email or WhatsApp and will make the process much smoother.

1. How much does it cost to deliver goods to my door?

Please feel free to use the shipping cost calculator tool. Alternatively, please feel free to call us or send a WhatsApp message on (+91) 9713 600 059 and have our team assist you.

1. How much do the customs duties and taxes cost?

The customs duties differ from country to country and even between shipments in the same country. It is thus not included in the shipping quotation.

1. What is the transit time for my order?

Overseas delivery by air will take 8 to 10 days. Shipping by ocean will take 40 to 45 days. Transport by road within India will take 8 to 10 days.

1. What if my package is damaged upon arrival?

Our record shows that in our 15 years of service, we have very rarely faced these issues. Wood is a natural material. Nonetheless there may be an infrequent minor breakage which can be easily fixed. We send touch-up materials in every shipment, and we provide step by step videos to guide one through the fixing process.

**Topic: Ingredients Used for Manufacturing the Altar**

1. When do I have to re-paint the altar? How long will the shining last? Which paint brand do you use? Do you provide different shades?

You do not have to repaint your altar. In our unique polishing process, we first sand all the products very meticulously, in every nook and corner and in such a way to ensure the paint will remain on the wood permanently. This also makes our products very easy to clean and maintain. We then use polyurethane top-coat which is known for shining for a lifetime.

We use Asian Paints - one of the best brands available in India. We can provide different shades of paint or polish as per your requirement.

1. Which wood do you use? Does it get infected by termites? How does weather affect your wood? Does the wood crack, bend or warp?

We use high quality seasoned CP Teak wood. CP stands for Central Province which was a state in British India comprising mainly of parts of Madhya Pradesh which consist of subtropical climates where teak naturally grows.

Hot and dry weather conditions in these regions result in the slow growth of these trees which causes them to produce thin growth rings. This creates in them a unique strength, stability (no cracking or bending) and a high oil content (high termite & weather resistance). This makes CP Teak one of the best quality Teak woods in the world.

1. Why are your domes made of marble-dust?

We construct all of our domes, peacocks and elephants using marble-dust. This material is also used for making Srila Prabhupada’s life size deities.

Marble-dust domes have an advantage over wooden domes. They are greater in strength and durability; they possess a smoother surface finish after polishing and therefore this makes them easy to clean; they are lighter in weight and thus marble dust-domes encounter less burden on the altar structure than wooden domes, thereby making it cheaper in cost for better affordability.

1. What is the life span of your gold leafing / gold shine?

The gold leafing on our altars is coated with a protective layer of lacquer which results in its large lifespan. We have been supplying altars with gold leafing for the last 15 years and have not received a single case of gold leafing coming off.

**Topic: Miscellaneous**

1. Is there a provision for offering bhoga? How do I cover the deities during the bhoga offering? Is there a facility for curtains, backdrops and lighting?

**Bhoga Tray:** We provide a sliding bhoga offering tray generally measuring left to right - 18 inches wide (45 cm) and front to back - 18 inches deep (45 cm). This tray can be pulled out while offering bhoga and pushed back after the offering. This tray is strong as it runs on high grade sliders which can take up to 20kg weight.

**Bhoga Cover:** Generally, a curtain is installed outside the altar by fitting a rod between the upper portion of the two side walls in the altar room. Alternatively, a curved curtain rod of which both ends are fixed to the wall behind the altar allows the curtain to open and close around the altar from the front.

**Backdrop:** We provide J-shaped hooks at the back of the altar upon which you can place a spring wire carrying your backdrop. Please see our collection of curtains and backdrops in our catalog (costing Rs 200 per square foot).

**Electric Light:** The ceiling and arches are made of wood and so it is easy to fit an electrical connection after installing the altar.

1. Can I order other paraphernalia along with my altar?

Of course, we can provide you devotional items along with your altar.

1. How do I assemble the altar?

We send our standard step to step video to give guidance on the alter assembling process. This process is very quick, stress-free, non-technical and has been successfully implemented each year by more than 200 altar buyers globally. We can assist you through a video call in the case of any queries on the assembling process.

1. How much time does it take to make a customized altar? Why does it take so long?

The detailed carvings and meticulous polishing will take longer on customized altars, thus taking around 3 months for its completion.

1. What is the cleaning and or maintenance process?

The altars can be wiped with dry or wet cloth. A brush or vacuum cleaner can be used to remove dust. One must not use any chemicals to clean the altar.

1. Are domes against Vastu?

Some people think that keeping Bhagavad Gita or Mahabharata at home causes quarrel among family members. Similarly, there is a notion that keeping pointed domes inside a room will bring imbalance of energy at home. We have supplied more than 1000 home altars with pointed domes and have not heard a single case of any energy problems, rather they give the altar the unique look of a temple and a sacred place which calls us to concentrate our full attention there.

Furthermore, in all ISKCON centers there are pointed domes inside each temple room (not only atop of the temple shikhars that point to the sky) and yet this society is progressing in all spheres.