

SHIPPING AND DELIVERY

We are delighted to bring our stylish apparel and accessories to your doorstep. Please read the following information regarding our shipping and delivery policies:

1-Processing Time

Orders placed by you, will be shipped within 24 hrs. Please note that this does not include Sunday and National holidays.

2- Estimated Delivery Time

The delivery times vary depending on your location. Standard shipping generally takes 3-4 business days.

DrumTrum promises a positive customer experience by delivering the products by the previously stated Estimated Delivery Date. Nevertheless, occasionally, unanticipated delays in the delivery of your order may occur because of unavoidable and uncontrollable logistical challenges for which DrumTrum is not responsible. DrumTrum kindly requests its users' cooperation as it works tirelessly to prevent such instances. Additionally, DrumTrum retains the right, at its sole discretion, to cancel your order in the event that the shipment is physically untraceable or takes longer than expected to arrive, and to return any money paid for the cancelled product or products to your DrumTrum wallet.

3- Order Tracking

Once your order has been shipped, you will receive a confirmation email with tracking information. You can use this information to track the status and location of your package.

4-Shipping Cost

A fixed Shipping charges is applicable of Rs 75 /- on all orders under Rs. 599/-(excluding COD charges, shipping charges, taxes, or value decreased after using coupons or any other deal), at all locations. Additional fees may apply at certain locations.

Free shipping is offered at select locations exclusively for orders totalling Rs. 1000 or more (excluding COD, shipping, taxes, and value decreased after the application of coupons or any other promotion).

You can confirm the shipping charge that applies to each quantity of the product by entering your pin code information on the product pages. The total shipping charge that applies to your purchase is the total of the charges for any product(s) that are chargeable, (plus an additional Rs. 50) for orders that are less than Rs. 699. When you check out with your order, you will be able to see the order level charge both in the cart and when you enter the shipping address.

5- Undeliverable Packages

In the event that a package is undeliverable due to an incorrect address provided by the customer, refusal of the package, or other reasons, DrumTrum-Kids reserves the right to charge for any additional shipping costs incurred.