FAQ's : Delivery & Shipping

Contents

🛒 Placing & Managing Orders

Q1: How do I place an order on PetCart?
A: To place an order, simply browse our products, select the ones you like, and click "Add to Cart." Once done, proceed to checkout, enter your delivery details, and choose a payment method. After payment confirmation, your order will be successfully placed.

⌛ Delivery Timelines

Q1: How long does standard delivery take?
A: Standard delivery usually takes between 3–7 business days depending on your location. Metro cities may receive packages sooner, while remote areas may require additional time. You'll see an estimated delivery date at checkout.

Q2: Do you offer same-day delivery?
A: Same-day delivery is not currently available. However, we're working with courier partners to enable faster delivery in select cities. You can still expect prompt dispatch within 24 hours for most products.

Q3: Can I get next-day delivery?
A: Next-day delivery is available for certain pin codes and product categories. The option will appear at checkout if it applies to your order. Extra charges may apply for faster delivery services.

Q4: Do you deliver on weekends?
A: Yes, deliveries can take place on weekends depending on courier serviceability in your area. However, some remote locations may only have weekday deliveries.

Q5: What happens if delivery is delayed?
A: If your order is delayed beyond the estimated time, we'll notify you via email or SMS. In rare cases of courier issues, our support team will help reschedule or provide compensation.

Q6: Can I choose my preferred delivery date?
A: Currently, fixed-date scheduling is not available. Orders are shipped as soon as possible to minimize delays. We're exploring scheduling options for the future.

Q7: Do you deliver during holidays and festivals?
A: Orders are processed during working days, but deliveries may be delayed during public holidays and peak festive seasons. We recommend ordering early during such periods.

Q8: Will I get notified before delivery?
A: Yes, you'll receive an SMS or email update once your package is out for delivery. Couriers may also call you if they face trouble locating your address.

Q9: What if I miss my delivery?
A: The courier will attempt delivery up to 2 times. If you still miss it, the package will return to us, and we'll issue a refund or reship on request.

Q10: Can I request evening or morning delivery?
A: At this time, we cannot guarantee specific delivery slots. Packages are delivered based on the courier's schedule for your location.

💰 Shipping Charges

Q11: Do you offer free shipping?
A: Yes, we provide free shipping for orders above ₹999. Orders below this threshold may attract a nominal delivery fee that is shown at checkout.

Q12: How much is the standard shipping fee?
A: The shipping fee varies based on order value and pin code. Most standard deliveries cost between ₹50–₹100 for smaller orders.

Q13: Do shipping charges vary by location?
A: Yes, remote or out-of-service areas may have higher delivery charges due to logistics. The fee will be calculated automatically at checkout.

Q14: Are there additional charges for COD?
A: Some orders may include a small COD handling fee. This covers the courier's cost of securely handling cash at delivery.

Q15: Do you charge extra for express delivery?
A: Yes, faster shipping options such as next-day delivery come with an additional fee. Charges are displayed before you confirm the order.

Q16: Are shipping charges refundable?
A: Shipping fees are non-refundable unless the return is due to our mistake (e.g., wrong or defective product sent).

Q17: Can I combine shipping for multiple orders?
A: Orders placed separately are shipped individually. For combined shipping, add all items to your cart and place them in one order.

Q18: Do you offer free delivery promotions?
A: Yes, we frequently run promotions with free shipping across all orders. Subscribe to our newsletter to stay updated on such offers.

Q19: Do heavy items cost extra to ship?
A: Yes, bulky products like large pet food bags may have higher shipping charges due to weight. The cost will be shown upfront at checkout.

Q20: How can I avoid shipping charges?
A: Simply shop above ₹999 to qualify for free delivery. You can also look out for promotional codes that waive shipping fees.

🎁 Tracking & Updates

Q21: How do I track my order?
A: Once your order ships, you'll receive a tracking link via email and SMS. The link will show the live status and

estimated delivery date.

Q22: How soon will tracking be active?
A: Tracking updates typically take 12–24 hours after the package is handed to the courier. If you don't see updates, check again the next day.

Q23: What if my tracking link doesn't work?
A: Try refreshing or checking again after 24 hours. If it still doesn't update, contact our support team for help.

Q24: Can I track multiple shipments from one order?
A: Yes, if your order is shipped in parts, you'll get separate tracking numbers for each shipment. You can monitor them individually.

Q25: Can I receive delivery updates on WhatsApp?
A: Currently, we send updates via SMS and email. We're working on integrating WhatsApp notifications for more convenience.

Q26: Why is my tracking showing "in transit" for long?
A: Sometimes couriers take time to update statuses. If your order has been "in transit" for more than 5 days, please contact us.

Q27: Can I share my tracking details with someone else?
A: Yes, simply forward the tracking link. The link is public and shows live courier updates.

Q28: Can I change my delivery preferences via tracking link?
A: Some courier partners allow you to reschedule delivery through the tracking page. If not available, contact our support to help.

Q29: Will I get updates for each shipping stage?
A: Yes, you'll receive notifications when your order is shipped, in transit, and out for delivery.

Q30: What if my tracking shows "delivered" but I didn't receive it?
A: Contact us immediately. We'll verify with the courier and either reship your order or process a refund if it was misdelivered.

🌐 International & Remote Delivery

Q31: Do you ship internationally?
A: Currently, we only ship within India. We're exploring options to expand delivery to select international locations in the future.

Q32: Do you deliver to remote villages?
A: Yes, but delivery may take longer for rural pin codes. Availability depends on courier serviceability in your area.

Q33: Can I order from abroad to send to someone in India?
A: Yes, international customers can place orders using Indian payment methods and ship them to Indian addresses.

Q34: Do you charge extra for remote locations?
A: Yes, some remote locations may attract an additional surcharge. The system will calculate it automatically at checkout.

Q35: What if courier services don't cover my area?
A: In such cases, we'll inform you and provide the nearest pickup option or refund your order.

Q36: How long does remote delivery take?

A: Remote deliveries usually take 7–10 business days. We'll keep you updated on expected timelines.

Q37: Can I use COD for remote deliveries?
A: COD may not be available in remote pin codes due to courier restrictions. Online payment ensures smooth processing.

Q38: Do you deliver to military or government addresses?
A: Yes, we can deliver to APO, DPO, and government addresses if the courier partner allows. Delivery may take slightly longer.

Q39: Can I schedule remote delivery?
A: Scheduling is not possible for remote areas. Deliveries happen as per courier schedules.

Q40: Do you offer international shipping for pet medicines?
A: No, medicines and perishable pet products cannot be shipped internationally due to regulatory restrictions.

⚠ Delivery Issues & Escalations

Q41: What if my order is marked delivered but I didn't get it?
A: Please contact us within 24 hours. We'll investigate with the courier and provide a resolution, either by reshipping or refunding.

Q42: What if the courier cannot find my address?
A: The courier may call you for directions. Ensure your phone number is correct. If undeliverable, the package may return to us, and we'll reship if requested.

Q43: What if my package is lost in transit?
A: If your package is lost, we'll confirm with the courier and issue a full refund or reshipment at no extra cost.

Q44: Can I refuse delivery if the package looks damaged?
A: Yes, you can refuse to accept visibly damaged packages. Notify us immediately so we can send a replacement.

Q45: What if the delivery agent is rude or unprofessional?
A: Report such behavior to us. We'll escalate the issue with the courier company and ensure corrective action is taken.

Q46: Do you provide compensation for late deliveries?
A: Yes, in some cases we may offer vouchers or store credits for delays beyond the promised timeline.

Q47: Can I change delivery partner preference?
A: Currently, courier allocation is automatic. However, we work with leading partners like Blue Dart, Delhivery, and DTDC for reliability.

Q48: What if I keep missing delivery attempts?
A: After two failed attempts, the order is returned. You can request reshipment by contacting our support team.

Q49: Can I collect my package from a courier office?
A: Yes, some courier partners allow self-pickup. Contact support to arrange collection at the nearest hub.

Q50: How do I escalate if my delivery issue isn't resolved?
A: You can escalate unresolved issues to our senior support team by emailing help@petcart.shop. We ensure all escalations are resolved promptly.