

FlatX Shipping & Delivery Policy

1. General Terms

At FlatX, we aim to provide a smooth and efficient process for property rentals and purchases. While FlatX primarily facilitates digital transactions and agreements, certain services or items (such as physical documents, keys, or other tangible deliverables) may require shipping or delivery. This Shipping and Delivery Policy outlines how such items will be managed.

2. Scope of Shipping and Delivery

FlatX supports two types of services for shipping or delivery:

- **Digital Deliverables:** Includes property-related agreements, invoices, and booking confirmations sent via email or other electronic methods.
 - **Physical Deliverables:** Includes keys, property documents, or other physical items necessary for the transaction.
-

3. Digital Deliverables

- **Processing Time:** Digital documents such as booking confirmations, invoices, and agreements will be delivered to the registered email address immediately after payment is processed through Razorpay.
 - **Delivery Method:** Documents are sent via email or made available in your FlatX account dashboard.
 - **Support for Digital Delivery Issues:** If you do not receive the document within **24 hours**, please contact us at **info@flatx.in** or call **+91-8207873240**
-

4. Physical Deliverables

Items that may be shipped include:

- Property keys
- Original agreements or other signed documents

Shipping Process:

- **Shipping Partner:** We use reliable courier partners to ensure timely and secure delivery of physical items.
- **Shipping Charges:** Applicable shipping fees (if any) will be communicated during the booking or purchase process.
- **Delivery Timelines:**
 - Domestic shipping within India: **7-10 business days**

- Remote or hard-to-reach areas: **10-15 business days**

Tracking Information:

- Once shipped, tracking details will be shared via email or SMS to the registered contact information.
-

5. Delivery Terms

- **Successful Delivery:** Deliveries will be made to the address provided at the time of the transaction. Please ensure your address is accurate and updated.
 - **Failed Deliveries:** If a delivery fails due to incorrect information or an unavailable recipient, re-delivery charges may apply.
 - **Receipt Confirmation:** For physical items such as property keys, we may require a valid ID proof or digital confirmation upon delivery.
-

6. Shipping and Delivery Issues

For Delays:

- If a delivery is delayed beyond the stipulated timeline, please notify us immediately at **info@flatx.in**. We will work with our shipping partners to resolve the issue promptly.

For Damaged or Missing Items:

- In the unlikely event that a physical item arrives damaged or is missing, you must notify us within **48 hours** of delivery. Please provide supporting evidence (e.g., photos) for resolution.

Non-Refundable Shipping Charges:

- Shipping fees are non-refundable unless the issue is due to an error on FlatX's part (e.g., wrong item shipped).
-

7. Exceptions

The following scenarios are not covered under this policy:

- **Delays caused by incorrect or incomplete shipping addresses.**
 - **Unforeseen circumstances such as natural disasters, strikes, or courier partner delays.**
-

8. Contact Us

For questions or assistance regarding shipping or delivery, please reach out:

- **Email:** info@flatx.in
- **Phone:** +91-8207873240
- **Address:** 74 , Ward No 10 , Nagar Parisad , Sheohar , Sheohar 843329