

Shipping and Delivery Policy

Below are the details regarding our shipping and delivery process:

1. SHIPPING FEES

- We offer free standard shipping pan india.
- Express shipping vary depending on your location and weight of the parcel.
- To opt for express shipping, you can either drop in a request on our WhatsApp at +91 7710040318, or send us an email at contact@murupp.com

Please note, express shipping requests can be accepted or declined subject to product availability.

2. SHIPPING TIMEFRAME

- Orders are typically processed and delivered within 10-15 business days, depending on the location.
- In case the pieces you've ordered aren't readily available, one of our staff members will reach out and notify you of any delay via email/whatsapp.
- For made to measure and custom pieces, our dispatch timeframe is 15-20 days but may also vary depending on the intricacy of the piece.
- INTERNATIONAL SHIPPING and delivery time may vary by destination.

Shipping times may be affected by factors such as weather, holidays, or carrier delays. We are not responsible for delays once the package is with the shipping carrier.

3. CUSTOM DUTIES/ IMPORT CHARGES (for international shipping)

Custom duties/taxes/charges can be levied once the parcel reaches its destination country.

If custom duties are imposed, the customer is liable for clearance of the charges.

We are not responsible for these charges and are not aware of what these charges may be for each destination country, as applicable. We would recommend contacting your local custom offices before placing an order to inquire about what these rates would be.

4. ORDER TRACKING

Once your order has shipped, you will receive a tracking number via email or whatsapp. You can use this tracking number to monitor your shipment through the carrier's website.

5. INCORRECT SHIPPING ADDRESS

Please double-check your shipping address at checkout. We are not responsible for orders shipped to incorrect or incomplete addresses provided by the customer.

6. LOST OR DAMAGED ITEMS

If your package is lost or damaged during transit, please contact us immediately at contact@murupp.com. We will assist you in filing a claim with the carrier or offer a suitable resolution depending on the circumstances.

For any questions or concerns regarding shipping or delivery, please contact our team at contact@murupp.com