

Shipping Policy for Biofac Inputs Private Limited

1. Scope

This Shipping Policy applies to all purchases made via our website (and other online sales channels as specified) by customers of **Biofac Inputs Private Limited** (the “Company”, “we”, “our”). It governs how your orders are processed, shipped and delivered.

2. Order Processing

- Orders are typically processed within **1–2 business days** after we receive your payment and confirmation of order details.
- Processing time may vary due to stock availability, festive seasons, logistic partner load, or factors beyond our control.
- If your order is delayed beyond the processing timeframe, we will notify you via email or phone.

3. Shipping Regions & Charges

- We ship our products across India (unless otherwise stated).
- Shipping charges will be calculated at checkout based on:
 - Delivery address (state/region)
 - Weight/volume of the package
 - Chosen shipping method (standard, expedited)
- Free shipping may be offered for orders above a specified threshold (e.g., “Free shipping on orders ₹ X or more”) — optional.

4. Delivery Timeframes

- After dispatch, standard delivery to most metro & urban locations in India should be within **3–7 business days**.
- Delivery to remote or rural areas may take **7–14 business days** or more.
- These timeframes are estimates only. We are not liable for delays caused by logistics partners, weather, natural disasters, customs/clearance (if applicable), or other events beyond our control.

5. Shipping Confirmation & Tracking

- Once your order is dispatched, you will receive a shipping confirmation email (or SMS) containing:
 - Shipping partner name
 - Tracking number/link (if available)
 - Estimated delivery date
- You can track the shipment via the courier’s portal using the tracking number.

6. Title & Risk

- Title to the Products and risk of loss/damage passes to you (the customer) when the carrier picks up the package from our warehouse for shipment.
- We strongly recommend that you inspect the package at time of delivery for any visible damage before signing the delivery receipt.

7. Incomplete / Incorrect Address & Delivery Failures

- Please ensure that your shipping address, pin-code, contact number and other details are accurate at time of order.
- If a package is returned to us due to:

- Incorrect/incomplete address provided by you
- Unavailability to receive at specified address
- Refusal to accept delivery
- Other fault of the customer

then additional shipping charges and handling fees may apply for re-shipment.

- We reserve the right to cancel the order and refund or convert to store credit in such cases (after deduction of actual shipping/handling costs).

8. Damaged or Lost Shipments

- In the unlikely event your shipment arrives damaged, or you believe it is lost beyond a reasonable timeframe:
 - Please contact us immediately with your order number, shipment tracking details, photographs of damage, and any other relevant evidence.
 - We will assist with filing claims against the courier, and either arrange a replacement shipment (subject to stock) or issue a refund as per our Return/Refund Policy.
- We are not liable for delays or losses caused by third-party courier/transport providers beyond our reasonable control.

9. Customs, Duties & Local Restrictions

- For shipments to areas with additional logistic constraints, duty/tax or custom clearance (if any) may apply. You (the customer) shall be responsible for any such charges unless we explicitly state otherwise.
- If your region prohibits import/usage of certain agricultural products, biofertilisers or chemicals, you must check local regulations before placing your order. We are not responsible for orders blocked or confiscated by regulatory authorities.

10. Changes to Shipping Policy

We may update this Shipping Policy from time to time to reflect changes in business practices, courier partnerships, costs, legal requirements or service offerings. The updated policy will be posted on our website and will apply to orders placed after the update. We encourage you to check this policy before placing orders.

11. Contact Us

If you have any questions about our Shipping Policy or issues with your shipment, please contact us:

- **Email:** info@biofactor.in
- **Phone:** +91 9298011119, +91 9133737737
- **Address:** 4 & 5 Floors, Sai Medha Infra, Arca Satya Residency, Kousalya Colony, Bachupally, Hyderabad, Telangana 500118.