

Shipping & Warranty Policy

This policy explains shipping timelines, delivery conditions, and warranty coverage.

1. Order Processing Time

Orders are processed within 2 to 3 business days after order confirmation.

Orders placed on weekends or public holidays are processed on the next business day.

2. Shipping Methods

Standard shipping typically takes 5 to 7 business days after dispatch.

Express shipping options may be available at an additional cost.

3. International Shipping

International shipping is available to selected countries.

Delivery times for international orders vary depending on destination.

Customers are responsible for any customs duties, taxes, or import fees.

4. Tracking Information

A tracking number is provided once the order has been shipped.

Customers can use the tracking number to monitor delivery status.

5. Warranty Coverage

Products are covered by a limited warranty for 12 months from the date of purchase.

The warranty covers manufacturing defects only.

6. Warranty Exclusions

The warranty does not cover:

- Damage caused by misuse or accidents
- Unauthorized repairs or modifications
- Normal wear and tear

7. Warranty Claims

Customers must contact customer support to initiate a warranty claim.

Proof of purchase and product images may be required.

Approved claims may result in repair, replacement, or refund at the company's discretion.