

Shipping Policy

Introduction

At IMC MAK, we strive to provide you with the best shopping experience possible, which includes efficient and reliable shipping services. This Shipping Policy outlines our procedures for shipping your orders, including delivery times, shipping costs, and other relevant information. By placing an order with us, you agree to the terms of this Shipping Policy.

Shipping Locations

We currently ship to addresses within India. If you are located outside of this area and would like to place an order, please contact our customer service team to discuss possible shipping arrangements.

Shipping Methods and Delivery Times

1. Standard Shipping:

- Orders are typically processed within 1-2 business days and delivered within 5-7 business days, depending on your location.

2. Expedited Shipping:

- For faster delivery, we offer expedited shipping options. Orders are processed within 1 business day and delivered within 2-3 business days. Additional charges apply for expedited shipping.

3. International Shipping:

- For international orders, delivery times vary based on the destination country and customs processing times. Please allow 10-15 business days for international deliveries.

Shipping Costs

Shipping costs are calculated based on the weight of your order, the shipping method selected, and the destination address. The total shipping cost will be displayed at checkout before you complete your purchase.

Order Processing

1. Order Confirmation:

- Once your order is placed, you will receive an order confirmation email with details of your purchase.

2. Processing Time:

- Orders are processed within 1-2 business days (excluding weekends and holidays). You will receive a shipping confirmation email with tracking information once your order has been shipped.

3. Tracking Your Order:

- You can track the status of your order using the tracking number provided in the shipping confirmation email. If you have any issues with tracking your order, please contact our customer service team for assistance.

Shipping Restrictions

1. PO Boxes:

- We do not ship to P.O. boxes. Please provide a physical address for delivery.

2. Restricted Items:

- Certain items may be restricted from shipping due to local laws and regulations. If your order contains restricted items, we will notify you and provide alternative options.

Delivery Issues

1. Delayed or Lost Packages:

- While we strive to ensure timely delivery, delays may occur due to unforeseen circumstances such as weather conditions, customs delays, or carrier issues. If your order is delayed or lost, please contact our customer service team for assistance.

2. Damaged or Incorrect Orders:

- If your order arrives damaged or you receive the wrong items, please contact us within 7 days of delivery. We will arrange for a replacement or refund, depending on the situation.

Order Changes and Cancellations

1. Changing Your Order:

- If you need to make changes to your order after it has been placed, please contact us as soon as possible. We will do our best to accommodate your request, but we cannot guarantee changes once the order has been processed.

2. Cancelling Your Order:

- If you wish to cancel your order, please contact us immediately. If the order has not yet been processed, we will cancel it and issue a refund. If the order has already been shipped, you may need to return the items once they are delivered.

Contact Us

If you have any questions or concerns about our Shipping Policy, please contact us:

- **Phone:** +91 7553588840

- **Email:** namaste@alokvividh.com

Thank you for shopping with IMC MAK. We appreciate your business and are committed to providing you with excellent service and timely deliveries.