

Shipping Details

Clause 1:

Shipping Cost is **Free** for any **items** ordered and delivered within **India**.

Clause 2:

Shipping Cost may vary from **Region** to **Region** for any products to be delivered **outside** India.

Clause 3:

Shipping Cost is based on the product **weight** and delivery **destination** and all other **rules** are set by the **Courier Companies** are applicable.

Clause 4:

Ideally the **products** shall be **delivered** within **7-10** working days in **India** and **10-15** working days for **abroad**. In case of any **discrepancies** it shall be dealt as **Case-By-Case** basis.

Clause 5:

The **Customer** is requested to provide **correct** and **proper address** during **purchase** to **avoid** any **inconvenience** at later **stage**.

Clause 6:

Dispatching of orders generally takes **24-48 hours**. We also **deliver** a **mail** after the order is **confirmed** and also mail at the time of **shipment** along with **Tracking ID**. For any **query** you can directly reach us at **inquiry@silkalay.com**

Tracking of orders:

DTDC: <https://www.dtdc.in/tracking/shipment-tracking.asp>

BlueDart: <https://www.bluedart.com/tracking>

India Post: https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx

Clause 7:

All **products** are **shipped** from the **Silkalay** (Guwahati, Assam, India) to the respective **Shipping address**.

Clause 8:

Orders are **processed** on **weekdays** i.e. (**Monday** to **Saturday**).

Clause 9:

Once the **orders** are **confirmed** that **cannot** be **modified** or **changed**.

Clause 10:

After the **confirmation** of **orders**, we provide the **customers** with a **consignment Id** or **AWB No.** via mail.

Clause 11:

Silkalay Management is liable to **Replace** any **product** that is **damaged** during **transit**.

Clause 12:

There shall be **No Replacement** of **products** that are **damaged** after the **delivery** of the same. The **Receiver** is **Responsible** to ascertain the **product condition** at the **time of delivery**.

Clause 13:

In case of any **Dispute**, the **decision** of **Silkalay Management** shall be **final** and **binding** upon the **concerned party**.