

# **SHIPPING & DELIVERY POLICY**

**Shipping and Delivery Policy for DIIPAM, a trade name of Sri GuruVijeta Infinite LLP**

**Effective Date: 19-10-2025**

At **DIIPAM**, we take great pride in ensuring that every order is handled with the utmost care and delivered to you seamlessly. Each candle is prepared, packed, and shipped as a reflection of our commitment to quality, elegance, and reliability.

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## **1. ORDER PROCESSING**

- All orders are processed within **24–48 hours** of confirmation (excluding Sundays and public holidays).
  - Once your order is confirmed, you will receive an **Email notification** with your order details.
  - Orders placed after 4:00 PM will be processed the following business day.
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## **2. SHIPPING & DELIVERY TIMELINES**

We strive to deliver your **DIIPAM** order as quickly and safely as possible.

The estimated delivery timelines would be as followings:

- **Domestic Deliveries** - are typically completed within **3–7 working days** from the date of dispatch, depending on your location and service availability.
- **International Deliveries** - are typically completed within **7–14 working days** from the date of dispatch, depending on customs clearance and local regulations.

Please Note:

- DIIPAM scented candles can only be shipped via surface transit and cannot be sent by air, as per the Airport Authority of India and DG (Dangerous Goods) guidelines applicable only to logistics partners. This may affect delivery timelines depending on the destination.
  - The delivery timelines are **Estimated Delivery Timelines** and may vary due to factors beyond our control such as weather, courier delays, or customs procedures.
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## **3. PACKAGING & HANDLING**

Every DIIPAM order is securely packed in our signature luxury packaging, designed to protect your candle while ensuring a beautiful unboxing experience.

Our team takes special care to ensure that your product arrives in pristine condition.

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#### **4. SHIPPING PARTNERS**

We collaborate with trusted logistics partners to ensure that your order is handled with professionalism and care.

All shipments are tracked until they reach your doorstep.

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#### **5. ORDER TRACKING**

Once your order has been shipped, you will receive an Email notification containing your tracking number and a link to track your package in real-time.

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#### **6. INTERNATIONAL SHIPPING**

- Customs duties, import taxes, or any additional charges applicable in your country are not included in the product price or shipping cost.
  - These charges, if applicable, will be borne by the customer as per the destination country's regulations.
  - DIIPAM is not responsible for any customs delays once the package reaches the destination country.
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#### **7. ADDRESS ACCURACY**

Please ensure your shipping address, contact number, and pin code are entered correctly at checkout. DIIPAM will not be responsible for delays or losses due to incorrect or incomplete information provided by the customer.

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#### **8. DAMAGED OR MISSING PACKAGES**

In the unlikely event that your product arrives damaged during transit:

- Notify us within 24 hours of delivery at [support@diipam.com](mailto:support@diipam.com) with an unboxing video and photos of the packaging and product.
  - The unboxing video is mandatory proof required to raise a grievance complaint for damage.
  - Our support team will assist you promptly to resolve the issue in accordance with our replacement and return policy.
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#### **9. SHIPPING RESTRICTIONS**

Currently, we do not ship to P.O. boxes, military zones, or restricted areas as defined by our logistics partners.

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## 10. ASSISTANCE

For any shipping-related questions, please contact our support team:

Email ID – [support@diipam.com](mailto:support@diipam.com)

Timings – Monday – Saturday, 10:00 AM to 6:00 PM (IST)

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At **DIIPAM**, your order is more than a purchase — it's a journey of care, trust, and craftsmanship, delivered with elegance.