

Shipping Policy for Woodse Sales Private Limited

Thank you for shopping with Woodse. We strive to provide our customers with high-quality furniture and excellent service. Please review our shipping policy to understand how your order will be processed and delivered.

1. Delivery Locations

We currently deliver in specific locations across India focussing on the North Eastern region, including West Bengal, Sikkim, Assam, and surrounding areas.

2. Processing Time

- Orders are typically processed within 1-3 business days after your purchase.
- Processing time may vary during peak periods, holidays, or due to unforeseen circumstances.

3. Delivery Time

- **Minimum Delivery Time:** 7 business days from the date of order processing.
- **Maximum Delivery Time:** 30 business days from the date of order processing.

Please note that delivery times may vary depending on the destination and product availability.

4. Shipping Charges

- Shipping charges are calculated based on the weight and dimensions of the furniture, as well as the delivery location.
- The exact shipping cost will be displayed at checkout.

5. Order Tracking

Once your order is dispatched, you will receive a confirmation email with a tracking number. You can use this number to monitor the status of your delivery.

6. Delivery Attempts

- Our delivery partners will attempt to deliver your order up to three times.
- If the delivery is unsuccessful, the order will be returned to our warehouse, and a re-delivery fee may apply.

7. Assembly Services

- For certain products, assembly services are available at an additional charge.
- Please indicate if you require assembly during the checkout process, and the cost will be added to your total.

8. Delivery Restrictions

- We deliver to ground floors only. If you require delivery to an upper floor, please inform us in advance; additional charges may apply.
- Please ensure that your delivery location is accessible for large furniture deliveries. If our delivery partners are unable to reach your location, alternative arrangements may need to be made.

9. Damage During Transit

We take great care in packaging your furniture. However, in the rare event that your item arrives damaged:

- Please inspect the package upon arrival.
- If you notice any damage, refuse the delivery and contact us immediately.
- We will arrange for a replacement or refund as per our return policy.

10. Return & Cancellation Policy

- Please refer to our Return & Cancellation Policy for information on how to return items or cancel orders.

11. Customer Support

If you have any questions or concerns about your order, please contact our customer support team:

- **Phone:** 9564130130
- **Email:** partnerships.woodse@gmail.com
- **Operating Hours:** Monday- Friday: 11 a.m.-7 p.m.

Thank you for choosing Woodse. We look forward to serving you!