

# Shipping & Delivery Policy

Welcome to **Semman Native Store** ([www.semman.in](http://www.semman.in)). We are committed to delivering our "Farm to Fork" organic products to you in the freshest and most secure manner possible.

## 1. Shipping Destinations

We currently ship to addresses across **India**.

- **Local Delivery:** For customers in [Insert City, e.g., Chennai/Coimbatore], we offer expedited local delivery.
- **National Shipping:** We deliver to most pincodes serviced by our courier partners (BlueDart, Delhivery, DTDC, etc.).
- **International Shipping:** [Select one: We do not ship internationally at this time / Please contact us for international shipping inquiries].

## 2. Shipping Costs

- **Orders over ₹[e.g., 999]:** Free Shipping.
- **Orders below ₹[e.g., 999]:** A flat shipping fee of ₹[e.g., 60-100] will be applied at checkout.
- Shipping costs are calculated based on the weight of the products and the delivery location.

## 3. Processing & Delivery Time

- **Order Processing:** Since our products (like wood-pressed oils and stone-ground flours) are often freshly packed, please allow **1–2 business days** for order processing.
- **Transit Time: \* Metro Cities:** 3–5 business days.
  - **Rest of India:** 5–7 business days.
- *Please note: Sundays and Public Holidays are not business days.*

## 4. Order Tracking

Once your order has been dispatched, you will receive an email and/or SMS with a tracking number and a link to the courier partner's website. You can track your package's journey in real-time.

## 5. Packaging

To maintain the "Purity & Hygiene" promised by Semman, we use eco-friendly and secure packaging to prevent leakage of oils and damage to glass jars or cloth bags. If you receive a package that appears tampered with or damaged, please do not accept it and contact us immediately.

## 6. Delivery Attempts

Our courier partners will attempt delivery up to **two times**. If the recipient is unavailable or the address is incorrect, the package will be returned to our warehouse. Re-shipping such orders may incur additional delivery charges.

## **7. Delayed or Lost Packages**

While we strive for timely delivery, delays may occur due to weather, strikes, or festive seasons. If your package is significantly delayed (more than 10 days), please reach out to us at [semmannativestore@gmail.com](mailto:semmannativestore@gmail.com)

## **8. Contact Information**

For any questions regarding your shipment, please contact our support team:

- **Email:** [semmannativestore@gmail.com](mailto:semmannativestore@gmail.com)
- **Phone/WhatsApp:** 97915 92129
- **Office Address:** 2/193-A, Srinivasa Nagar, Pattanam Pudur, Pattanam (PO), Coimbatore – 641 016