

BANSIWALA[®]

SHIPPING POLICY

Bansiwala Store (Shri Balaji Trading Co.) | Effective Date: 11.08.2026 | Last Updated: 11.08.2026

This Shipping Policy (“Policy”) explains how **Shri Balaji Trading Co.**, trading as “**Bansiwala Store**” (“Company”, “we”, “us”, “our”), processes, dispatches, and delivers Orders for Pooja Samagri, religious idols and murtis, wedding items, festival products, and related decorative accessories placed through our platform (“Platform”). This Policy supplements Clause 7 of our Terms and Conditions and should be read together with it.

- 1. Serviceable Area** – We currently ship Products across India only. We do not offer international shipping at this time; any change to this shall be reflected in an update to this Policy. Delivery is subject to PIN code serviceability, which will be indicated at checkout. We do not guarantee delivery to all PIN codes, particularly in remote or restricted areas.
- 2. Order Processing Time** – Orders are typically processed and handed over to our courier/logistics partner within 1–2 (one to two) business days of Order Confirmation, subject to Product availability and, where applicable, verification of payment. Processing times may be longer during high-demand festive periods such as Holi, Saawan, Raksha Bandhan, Janamashtami, Navratri, Diwali, and wedding seasons, or for customised and bulk Orders governed by Clause 9 of our Terms and Conditions.

- 3. Estimated Delivery Timelines** – Once dispatched, Products are generally delivered within an estimated 5–9 (five to nine) business days, depending on the delivery location. These timelines are estimates only and are not guaranteed delivery dates. Actual delivery may vary depending on:
- a. The delivery location and PIN code serviceability;
 - b. The courier / logistics partner engaged for the particular Order;
 - c. Weather conditions, public holidays, and local restrictions; and
 - d. Force Majeure events beyond our reasonable control (see Clause 10 below).
- 4. Shipping Charges** – Applicable shipping and handling charges, if any, will be clearly displayed at checkout prior to final payment, along with applicable Goods and Services Tax (GST). Where Cash on Delivery (“COD”) is offered as a payment option, a nominal COD handling charge may also apply and will be disclosed at checkout. We reserve the right to revise shipping charges, or offer free-shipping thresholds and promotions, at our discretion and without prior notice; any such changes will not affect Orders for which an Order Confirmation has already been issued.
- 5. Festive and Time-Sensitive Deliveries** – For occasion-specific Products, wedding items, and festival hampers, we strongly recommend placing your Order well in advance of the relevant date. While we make every reasonable effort to ensure timely delivery ahead of the occasion, we shall not be liable for delay, non-delivery, or diminished significance of a time-sensitive Order caused by courier

delays, high festive-season volumes, or other circumstances beyond our reasonable control.

6. **Order Tracking** – Upon dispatch, we will share tracking details (via email, SMS, WhatsApp or any relevant communication means) enabling you to monitor the status of your Order through the relevant courier partner's tracking facility.

7. **Delivery, Risk, and Inspection**

- a. **Risk of Loss:** Risk in the Products passes to you upon delivery to the address provided at the time of the Order.
 - b. **Inspection:** You are responsible for inspecting the Products promptly upon receipt. Any transit damage, shortage, or tampering must be reported to us, together with photographic and video evidence, within 48 (forty-eight) hours of delivery, to be eligible for replacement or refund under our Return, Replacement and Refund Policy.
8. **Undelivered, Refused, or Failed Deliveries** – If you are unavailable to accept delivery at the address provided, or refuse delivery without valid cause, our courier partner may make limited re-delivery attempts as per its standard process. Where an Order is ultimately returned to us as undelivered or refused, additional re-shipping or return-freight charges reasonably incurred may be deducted from any refund otherwise payable to you. Repeated refusal of COD deliveries may result in the COD option being disabled for your account.

- 9. Third-Party Courier Partners** – We engage reputed third-party courier and logistics partners to fulfil deliveries. Once Products have been duly handed over to such a courier partner in good condition, we shall not be responsible for delays, loss, or damage caused by that courier partner, though we will provide reasonable assistance in pursuing any claim against the courier partner on your behalf.
- 10. Force Majeure** – We shall not be liable for any failure or delay in dispatch or delivery arising from causes beyond our reasonable control, including acts of God, natural disasters, fire, flood, pandemic, strikes, riots, war, governmental action, courier/logistics disruptions, or failure of telecommunications or payment networks.
- 11. Bulk, Custom, and Corporate Orders** – Bulk, wholesale, or customised Orders (including personalised Rakhis, made-to-order idols, and festival hampers for corporates or events) may be subject to separate shipping timelines, packaging, and dispatch arrangements, which shall be communicated to and agreed with you in writing prior to Order Confirmation, in accordance with Clause 9 of our Terms and Conditions.
- 12. Contact for Shipping-Related Queries** – For any query, delay, or grievance relating to shipping or delivery of your Order, please contact:
- a. **Grievance Officer:** Mr. Ravi Aggarwal
 - b. **Entity:** Shri Balaji Trading Co., trading as “Bansiwala Store” / “Bansiwala”
 - c. **Registered Address:** Ground Floor, Shop No. 216, Coronation Building, Fatehpuri, Chandni Chowk, Delhi – 110006, India

- d. **Email:** bansiwala.in@gmail.com
- e. **Customer Support / WhatsApp:** +91-7011767192
- f. **Acknowledgement:** within 48 (forty-eight) hours of receipt
- g. **Resolution:** as far as possible, within 30 (thirty) days, in accordance with the Consumer Protection (E-Commerce) Rules, 2020

13. Changes to this Policy – We reserve the right to modify, amend, or update this Policy at any time, at our sole discretion. The updated Policy shall be published on this page and shall become effective immediately upon posting. Your continued use of the Platform, or placement of an Order, following such change constitutes your acceptance of the revised Policy.

14. Governing Law and Jurisdiction – This Policy shall be governed by the laws of India. Subject to your statutory rights as a consumer under the Consumer Protection Act, 2019 to approach the appropriate Consumer Disputes Redressal Commission, the courts at Delhi, India shall have exclusive jurisdiction over any dispute arising out of or in connection with this Policy.

15. Severability – If any provision of this Policy is held to be invalid, illegal, or unenforceable by a court or authority of competent jurisdiction, such provision shall be severed and the remaining provisions shall continue in full force and effect.

— End of Shipping Policy —