

Shipping Policy

VLCC Online Services Pvt. Ltd. has an objective to provide highest level of Customer satisfaction. We ensure that the customer experience post purchase is smooth, seamless and delightful w.r.t. the quality and speed of delivery. We also keep our customer apprised about various stages of the order placed: Order Processing, Dispatch & Delivery.

What are the shipping charges on products?

- **All individual orders till amount Rs. 499/- – Delivery Charges Rs. 90/-**
- **All individual orders in between amount - Rs.500 to Rs. 3999/- ,Courier Charges Rs. 70/-**
- **All individual orders above amount 3999/-, Free Delivery.**

How long will it take to receive the ordered products? We try to ensure that your order reaches you in the fastest time and in good condition.

It takes 2-5 working days from the day of order confirmation to deliver the products within India, given that the delivery is not delayed due to concerns raised by any governmental authority or any other entity acting on behalf of the government or acting as per the directions of the government. If in case the delivery period exceeds the stipulated time, either due to mishap or unforeseen circumstances, the customer is notified regarding the same. If the customer wants to accept the delivery, the order is delivered.

The customer are advised that if the packaging is tampered with or damaged at the time of accepting delivery of the goods, they should refuse to take delivery of the package and immediately call to company customer care number or write an e-mail to [connectmywellscience@vlccgroup.com] mentioning the order reference number. We shall make our best efforts to ensure that a replacement delivery is sent to the customer at the earliest.