

# Shipping policy

## Order confirmation

After the order is placed, it typically takes less than 2 days to dispatch your shipment. Once the order is shipped:

- We will send a Shipment Confirmation email that provides you with a tracking number(s) of the shipment.
- You will then receive the order at the shipping address provided within the time frame based on your location.

If you find that your order(s) has passed the estimated shipping date but you do not have the tracking information, please contact our us at [mrcexecutive4u@gmail.com](mailto:mrcexecutive4u@gmail.com)

## Order cancellation

In case the order has not been dispatched, a cancellation request can be raised by dropping a mail at [mrcexecutive4u@gmail.com](mailto:mrcexecutive4u@gmail.com) We will issue a refund for the entire amount, deducting only platform and payment gateway fees, to the original payment source. Once dispatched, the order becomes non-cancellable and no requests can be entertained.

## Shipping services

We use third-party shipping partners to deliver our products to customers. However, we are now diversifying our shipping methods to provide customers with faster shipping. Currently, we provide free shipping to all our customers across India. keep in mind:

- Free shipping is applied for all MRC Executive Chairs products purchased directly on the website.
- Please be aware that we offer ground shipping service but no other expediting shipping options

## **Shipping time frame**

The shipping time frame is how long it takes for the product to reach your location. The shipping time frame is calculated from the estimated shipping date to the delivered date. Please note that each item in one order may have different estimated shipping dates due to different stock availability.

The shipping time frame varies depending on your locations:

- Central India - 2 to 5 business days after the item is shipped
- North and South India - 4 to 7 business days after the item is shipped
- North East India - 5 to 9 business days after the item is shipped
  - We are unable to deliver to the following states and areas currently:  
Lakshadweep and Andaman and Nicobar Islands

## **Multiple shipments**

Sometimes you may find that your order is delivered in several packages. This can be done for a number of reasons:

- By separately packaging components we may lower the risk of any damage or breakages during transit
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- We have multiple warehouse locations, and our separate packaging gives our shipping partners the flexibility to pick up and deliver your order
  - We are able to optimise our shipping costs and continue to provide you with free shipping (except oversized products)

## **Missing or lost packages**

In case you receive delivery notification of the shipment(s) via your email without finding or receiving the order(s), please try:

- Looking around the shipping address (if you live at a residence)
- Checking again with the receptionist at the reception area (if you live in an apartment)
- MRC Executive Chairs reserves the right to deny assistance or responsibility for all the lost claims, which are reported to us after 7 days from the delivery date, or because customer provides the incorrect/incomplete shipping address.  
(except oversized products)

Some carrier's delivery notification can be shot out 24 hours before its actual arrival. If you still can't find your package(s), please report the case immediately to us on [mrcexecutive4u@gmail.com](mailto:mrcexecutive4u@gmail.com) So that our Customer Service Department can assist you in filing the claim and sending you a new package(s) replacement.

## **Replacements**

We ensure that the product are packed well and shipped shapely to our customers but in rare cases, should the product arrive damaged, we will promptly replace the affected component or the entire product. Please contact us at [mrcexecutive4u@gmail.com](mailto:mrcexecutive4u@gmail.com) within 72 hours of delivery with adequate images and videos of the damaged goods. Kindly note that we are unable to address manufacturing defects reported after the specified timeframe.