



# Shipping Policy for Prasan Solutions India Pvt Ltd

At Prasan Solutions India Pvt Ltd, we are committed to delivering your orders promptly and efficiently. This Shipping Policy outlines our procedures regarding order processing, shipping methods, delivery times, and related information.

## 1. Order Processing

- **Order Confirmation:** Once you place an order, you will receive an order confirmation email detailing your purchase.
- **Processing Time:** Orders will be processed within **2 to 5 business days** after payment confirmation. Please note that processing times may vary based on product availability.

## 2. Shipping Methods

- **Domestic Shipping:** We ship all domestic orders through registered courier services. The choice of courier will depend on the destination and the nature of the products.
- **International Shipping:** For international orders, we utilize reliable courier services to ensure timely delivery.

## 3. Delivery Times

- **Domestic Orders:** Delivery typically takes between **5 to 10 business days**, depending on the destination and the courier service used.
- **International Orders:** Delivery times for international shipments may vary based on the destination country and customs clearance processes.

## 4. Shipping Charges

- Shipping charges are calculated at checkout based on the weight of your order and the delivery location. Any applicable taxes or duties for international shipments are the responsibility of the customer.

## 5. Delivery Issues

While we strive for timely delivery, Prasan Solutions India Pvt Ltd is not liable for any delays caused by the courier service or unforeseen circumstances such as natural disasters or strikes. We guarantee to hand over your consignment to the courier within the specified processing time.

## 6. Order Tracking

Once your order has been shipped, you will receive a tracking number via email, allowing you to monitor the status of your shipment in real-time.

## 7. Incorrect or Damaged Deliveries

If you receive a damaged or incorrect item:

- Please contact our customer support team at [prasan@prasansolutions.com](mailto:prasan@prasansolutions.com) within **48 hours** of receiving your order.



- Include your order number and photographs of the damaged item for prompt resolution.

## 8. Contact Information

For any questions regarding our shipping policy or to inquire about your order, please contact us at:

- **Email:** [prasan@prasansolutions.com](mailto:prasan@prasansolutions.com)
- **Phone:** +91-0484-2887700
- **Address:**  
PRASAN SOLUTIONS (INDIA) PVT. LTD.  
Plot No. 17-20, KINFRA Biotechnology & Industrial Zone  
Opp. Government Medical College  
HMT Colony P.O., Kalamassery  
Ernakulam, 683503  
Kerala, India

Thank you for choosing Prasan Solutions India Pvt Ltd! We appreciate your business and look forward to serving you.