

SHIPPING AND EXCHANGE POLICY

The Association is dedicated to bringing you its products in the most efficient way possible at your doorstep within India.

To make sure that our members are served well and on time, we avail services of both volunteers and reliable courier services including India Post.

However, there are a few things that you, as our valued member, need to know about our **Shipping Policy**:

- We ship only within India.
- We have a provision for pickup from our office at Presidency University campus which may be availed by all members, including those residing outside our delivery coverage areas. We expect a prior intimation for picking up such items either by members or their nominated representatives carrying suitable identity proof.
- A delivery charge is levied on all orders.
- If the delivery is not made, or the member is not available at the delivery address, the goods will be held by the Association at its office for a maximum period of 15 days, awaiting further instructions.
- In case of a failed delivery due to wrong address or otherwise, any additional charges incurred will have to be paid for by the member.
- Once the order has been processed, and the goods have been dispatched for delivery, any request by the member to change the delivery address will incur an additional charge.
- We do not have a COD (Cash On Delivery) option.
- All our orders are shipped within 10 working days.

Exchange Policy:

At the Association, we believe that any item purchased should be of top quality and fit for its intended purpose. This is why we are committed to supplying fresh batch of our products to our members. However, the member's rights, in case of a faulty product, depends on the nature of the fault and on the time period for which the member has had the goods. We assure you that if any problem arises, we aim to resolve the issue as soon as possible and within a reasonable time. If you receive damaged products, please take a picture of the damage and write to us at presi.alumni@gmail.com to notify us of the issue. We will replace any damaged products at no extra cost to you.