

Shipping Policy

Effective Date: **W.E.F 20th July 2025**

At Wild by Nature, we are committed to delivering your merchandise orders safely and efficiently. This Shipping Policy outlines our shipping procedures, delivery timelines, charges, and terms for all merchandise purchased through our platform at wildbynature.co.in / wildbynatureglobal.com.

1. Shipping Coverage

1.1. **Pan-India Shipping:** We provide free shipping across India to all serviceable pin codes covered by our logistics partners.

1.2. **International Shipping:** We currently do not offer international shipping. Our services are limited to India only.

1.3. **Coverage Area:** We deliver to all major cities, towns, and rural areas across India where our courier partners provide service.

2. Processing Time

2.1. **Order Processing:** All orders are processed within 1-2 business days (Monday to Friday, excluding public holidays) from the date of order confirmation and payment verification.

2.2. **Pre-order Items:** Items marked as pre-order will be shipped according to the estimated availability date mentioned on the product page.

3. Shipping Methods & Delivery Time

We partner with reliable logistics providers to ensure safe and timely delivery:

3.1. **Standard Shipping:** All merchandise items are shipped via our trusted logistics partners including Blue Dart, DTDC, and Speed Post (India Post).

3.2. **Delivery Timeline:** Orders typically reach customers within 3-10 business days from the date of shipment, depending on the delivery location.

3.3. **Delivery Coverage:** We deliver to all locations across India where our courier partners provide service.

Note: Delivery times are estimated and may vary due to weather conditions, natural disasters, political situations, courier delays, or other unforeseen circumstances beyond our control.

4. Shipping Charges

4.1. **Completely Free Shipping:** We provide free shipping on all orders across India, regardless of the order value.

4.2. **No Hidden Charges:** There are no additional shipping, handling, or delivery charges. The shipping costs are already included in our product pricing.

4.3. **Pan-India Coverage:** Free shipping applies to all serviceable locations across India where our courier partners deliver.

5. Order Tracking

5.1. Once your order is shipped, you will receive a shipping confirmation email with tracking details.

5.2. You can track your order status through:

- Your account dashboard on our website
- The tracking link provided in the shipping confirmation email
- Directly on the courier partner's website using the AWB/tracking number

5.3. For any tracking-related queries, please contact our customer support team at info@wildbynature.co.in

6. Delivery Process

6.1. **Delivery Address:** Orders will be delivered to the address provided during checkout. Please ensure the address is complete and accurate.

6.2. **Delivery Attempts:** The number of delivery attempts depends on our logistics partner's policy. Typically, multiple attempts are made before returning the package.

6.3. **Recipient Availability:** Please ensure someone is available at the delivery address during business hours (9 AM - 6 PM) to receive the package.

6.4. **Identity Verification:** For high-value items, the delivery person may request identity verification before handing over the package, as per the courier partner's policy.

6.5. Package Inspection: We recommend inspecting the package for any visible damage before accepting delivery. In case of damaged packaging, please note it on the delivery receipt.

7. Address Changes & Delivery Issues

7.1. Address Modification: Address changes are only possible before the order is shipped. Once shipped, address changes may incur additional charges and delays.

7.2. Incorrect Address: If an order is returned due to an incorrect or incomplete address provided by the customer, re-shipping will be considered at our discretion.

7.3. Failed Delivery: If delivery fails due to customer unavailability or refusal to accept the package, re-shipping will be handled at our discretion on a case-by-case basis.

8. Special Shipping Conditions

8.1. Camera Equipment & Fragile Items: As we sell camera equipment and other fragile items, all products are packed with extra care. Special handling during transit is managed by our courier partners as per their standard procedures.

8.2. Large/Bulk Items: Oversized items may require special delivery arrangements, which will be coordinated with our logistics partners.

8.3. Restricted Items: We do not ship hazardous materials, flammable items, or restricted goods as per courier guidelines and applicable laws.

9. Lost or Damaged Packages

9.1. Lost Packages: If your package is marked as delivered but you haven't received it, please contact us within 7 days. We will investigate with our logistics partner and provide a resolution.

9.2. Damaged Items: If you receive a damaged item, please contact us within 24 hours of delivery with photographs of the damaged product and packaging. We will arrange for a replacement or refund as appropriate.

9.3. Insurance: Shipment insurance depends on the courier partner's policy. We work with our logistics partners to resolve any loss or damage claims on a case-by-case basis.

10. Contact Information

For any shipping-related queries, concerns, or assistance, please contact us:

Email: info@wildbynature.co.in

Phone: +919088011001

Office Hours: Monday to Friday, 10:00 AM to 6:00 PM IST

Address:

Wild By Nature Global Pvt Ltd
112, Chittaranjan Avenue
Kolkata - 700073
West Bengal, India

11. Policy Updates

This Shipping Policy may be updated periodically to reflect changes in our shipping procedures, logistics partnerships, or regulatory requirements. Any material changes will be posted on this page with an updated "Effective Date." We encourage you to review this policy regularly for any updates.

By placing an order with Wild by Nature, you acknowledge that you have read, understood, and agree to be bound by the terms of this Shipping Policy.