

Shipping Policy

Last Updated: 03/08/2025

Thank you for shopping with **NeelPori Incense Sticks**. We are committed to delivering your order accurately, in good condition, and always on time.

This Shipping Policy outlines the terms under which we ship your orders using our logistics partner **Shiprocket**.

Shipping Partner

We use **Shiprocket**, India's trusted logistics aggregator, to deliver your products through their network of reputed courier partners such as **Delhivery, Ekart, Blue Dart, XpressBees, etc.**

Order Processing Time

- Orders are processed **within 1–2 working days** of confirmation.
- Orders are dispatched **after a confirmation call or message** (required for COD).
- You will receive tracking details via E-mail, SMS or WhatsApp once shipped.

Shipping Time

- **Estimated Delivery Time:** 3–7 working days, depending on the delivery location.
- Delivery may be delayed during public holidays, natural calamities, or unforeseen courier delays.

Shipping Charges

- **Free shipping** is available on all orders **worth ₹500 or above**.
- For orders **below ₹500**, a **standard delivery charge** will be applied at checkout.
- The delivery charge may vary slightly depending on your location and courier partner fees.

Payment Mode

- We currently offer **Cash on Delivery (COD)** only.
- Please ensure someone is available at the delivery address with the exact amount during delivery.

Service Areas

We ship across **India**. However, some rural or non-serviceable pin codes may be excluded. You'll be notified during the order process if delivery is not available at your location.

Packaging

- All products are packed securely to avoid any damage during transit.
 - Please do not accept any package that appears to be tampered with or damaged. In such cases, contact us immediately.
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Delivery Attempt

- Our courier partner will make up to **two (2) delivery attempts**.
 - If the delivery fails due to customer unavailability or incorrect address, the order may be returned to us, and re-shipping may be chargeable.
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Shipping Issues & Delays

- **NeelPori Agarbatti** is not responsible for delays caused by logistics partners, natural calamities, or address issues.
 - In case of non-delivery or tracking issues, you can contact our support team for assistance.
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Contact Us

If you have any questions about your shipment or need help tracking your order, reach out to:

NeelPori Enterprise

 +91 89670 89693

 neelporienterprise@gmail.com

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