

Horticultural Impex Shipping Policy

Welcome to Horticultural Impex! We are committed to delivering your products efficiently and safely. Please review our shipping policy to understand our procedures, timelines, and terms.

1. Order Processing

- Orders are processed within **1-3 business days** after confirmation for domestic deliveries.
 - Orders are processed within **10 to 15 business days** after confirmation for international deliveries
 - Orders placed on weekends or public holidays will be processed on the next business day.
 - A confirmation email with tracking details will be sent once the order is shipped.
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2. Shipping Options

We offer multiple shipping options to suit your needs:

- **Standard Shipping:** Estimated delivery within **5-7 business days**.
- **International Shipping:** Delivery time varies based on the destination. We ship via private courier services like DHL, FedEx, etc. and via Air or Sea Freight for large quantities.

Shipping fees depend on the order size, weight, and destination.

3. Shipping Coverage

- **Domestic Shipping:** Available across India.
- **International Shipping:** We ship globally, but some restrictions may apply based on import/export laws.

Customers are responsible for any customs duties, taxes, or additional charges for international shipments.

4. Packaging

We prioritize eco-friendly and secure packaging to ensure your products arrive in excellent condition. For fragile or perishable items, special care is taken during packaging.

5. Delivery Issues

- **Delayed Deliveries:** While we strive to meet estimated timelines, delays may occur due to unforeseen circumstances (e.g., weather, carrier issues).
- **Incorrect Address:** Customers are responsible for providing accurate shipping details. Horticultural Impex is not liable for delays or lost shipments caused by incorrect addresses.
- **Lost/Damaged Items:** If your order arrives damaged or is lost in transit, please contact us at admin@ehorticulture.com with in **48 hours** of receiving the product (or the expected delivery date).