

Shipping Policy

Effective Date: 1st Jan 2025

Last Updated: 10th March 2025

Synodic Space Shop ("we," "our," or "us") is committed to delivering quality products in a timely manner. This Shipping Policy outlines the terms and conditions related to the shipment of orders placed on our website.

1. Shipping Coverage

We currently ship to customers across India and select international locations. If your country or region is not listed during checkout, please contact us at [Insert Contact Email] for assistance.

2. Processing Time

Orders are processed within 2-5 business days after payment confirmation.

Processing times may be extended during peak seasons, promotional events, or unforeseen circumstances.

Custom or pre-order items may have longer processing times, which will be indicated on the product page.

3. Shipping Methods & Delivery Time

We offer the following shipping options:

A. Domestic Shipping (India): Standard Shipping: 5-7 business days

Express Shipping: 2-4 business days

B. International Shipping: Standard International Shipping: 10-20 business days

Express International Shipping: 5-10 business days

Delivery times may vary depending on the destination country, customs clearance, and carrier policies.

4. Shipping Charges

Shipping charges are calculated at checkout based on package weight, delivery location, and chosen shipping method.

Free shipping may be available for orders above a certain value (details provided on our website).

International orders may be subject to customs duties, taxes, or import fees imposed by the destination country, which are the buyer's responsibility.

5. Order Tracking

Once your order has been shipped, you will receive a confirmation email with a tracking number.

You can track your order using the provided link or through the courier's website.

If you do not receive tracking details within the expected timeframe, contact us at prakhar@synodicspace.in

6. Address & Delivery Issues

Customers are responsible for providing accurate shipping details at checkout.

We are not liable for delays or failed deliveries caused by incorrect or incomplete addresses.

If an order is returned due to an incorrect address, re-shipping fees will apply.

7. Delays & Lost Shipments

While we strive for timely deliveries, external factors such as weather conditions, customs clearance, or courier delays may affect delivery times.

If your order has not arrived within the estimated timeframe, contact us for assistance.

Lost packages will be investigated with the carrier, and eligible orders may be refunded or reshipped.

8. Damaged or Missing Items

If your order arrives damaged or with missing items, report the issue within 48 hours of delivery by emailing us at [Insert Contact Email] with photos and details.

We will assess the claim and provide a replacement, refund, or store credit based on our policy.

9. Returns & Refunds

Please refer to our Return & Refund Policy for information on how to return an item and eligibility for refunds.

10. Contact Us

For any shipping-related inquiries, contact us at: prakhar@synodicspace.in