

# Shipping Policy

*(Atam Pargas Social Welfare Council)*

## 1. Overview

Atam Pargas Social Welfare Council ships books, publications, merchandise, and educational materials across India and selected international locations. This policy outlines our shipping timelines, methods, and conditions.

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## 2. Dispatch Time

- All orders are processed and dispatched within **3–7 working days** after payment confirmation.
  - Orders placed during festivals, peak periods, or special projects may take slightly longer.
  - In case of any delay, the customer will be informed.
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## 3. Domestic Delivery (Within India)

### 3.1 Delivery Time

Estimated delivery timelines:

- **Punjab:** 3–7 working days
- **Metro Cities:** 5–10 working days
- **Other States / Remote Areas:** 7–14 working days

Please note that courier delays due to weather, strikes, or public holidays are beyond our control.

### 3.2 Shipping Method

We deliver through

- Standard courier partners, or
- India Post (Speed Post / Registered Parcel)

Tracking details (if available) will be shared via WhatsApp/SMS/email.

### 3.3 Shipping Charges

Shipping charges are not included in the product costs and vary depending on package weight, size, and destination.

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## 4. International Shipping

### 4.1 Availability

International shipping is available to **selected countries**. Eligibility will be confirmed after receiving the order request or enquiry.

### 4.2 Delivery Time

Estimated delivery timeline:

- **Standard International Shipping:** 15–30 working days
- **Expedited Shipping (where available):** 7–14 working days

Note: Actual delivery time varies by country, customs procedures, and local postal services.

### 4.3 International Courier Partners

- India Post (International Speed Post / Air Mail)
- Reputed global courier companies (depending on destination)

### 4.4 Shipping Charges (International)

- International shipping charges are **based on actual courier cost**, weight, and destination.
- Charges will be communicated before final confirmation.
- Customs duties, import taxes, or handling fees (if any) must be **paid by the recipient**.

### 4.5 Customs and Import Rules

Atam Pargas is **not responsible** for:

- Delays due to customs inspection
- Customs clearance charges
- Packages held or returned by customs authorities

The recipient must comply with local import regulations.

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## 5. Incorrect or Incomplete Address

We are not liable for:

- Delayed deliveries
- Returned shipments
- Lost packages

...caused due to incorrect, incomplete, or unreachable addresses.  
Customers must verify their address at the time of order.

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## 6. Damaged, Defective, or Missing Items

If your order arrives damaged or missing:

- Notify us within **7 days** of delivery
- Provide photos/videos of the package and item
- After verification, we will arrange **replacement or reshipment**

Refunds are not issued for shipping damage, but replacement is provided.

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## 7. Order Tracking

Where tracking is available, we will share:

- Tracking number
- Courier link
- Delivery updates

International shipments may have **limited tracking** after leaving India, depending on destination country.

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## 8. Contact for Shipping Queries

For any shipping-related questions, please contact:

 **Email:** [payments@atamparags.org](mailto:payments@atamparags.org)  
 **Phone/WhatsApp:** +918288010534

(Please share Order ID or payment screenshot for faster assistance.)

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## 9. Policy Updates

Atam Pargas may revise the Shipping Policy from time to time.  
The latest version will always be available on our official website.