

Shipping and Delivery Policy

This Shipping and Delivery Policy ("Policy") governs the shipment and delivery of products purchased by users ("You" or "User") on the website operated under the brand name "SEVORA" ("Platform"). This Policy shall be read in conjunction with the Returns, Exchange, and Refunds Policy, Terms of Use, and other applicable Platform policies.

1. Order Processing and Shipment

1.1 Processing Timeframes

All orders are processed on business days (Monday through Saturday, excluding public holidays). Orders placed before 5:00 PM IST will generally be processed the same day. Orders placed after this cutoff will be processed on the next business day.

1.2 Shipping Methods and Estimated Timelines

The estimated delivery timeline for each product will be displayed on its product detail page. These timelines are influenced by factors including product availability, seller location, shipping partner service levels, and the delivery address.

1.3 Shipping Charges

Shipping fees, if any, will be displayed during checkout. Free shipping may be offered for specific products or promotions, at the sole discretion of the Platform.

1.4 Split Shipments

Orders with multiple items may be shipped separately to facilitate faster delivery. You will receive individual tracking details for each consignment.

2. Delivery Conditions

2.1 Serviceability and Address

Products shall be delivered only to addresses deemed serviceable by our delivery partners. You are responsible for ensuring that your delivery address is accurate and complete.

2.2 Delivery Attempts and Failed Deliveries

Up to three (3) delivery attempts will be made. If the delivery is unsuccessful due to user unavailability, incorrect address, or refusal to accept the shipment, SEVORA may cancel the order and deduct applicable shipping or handling charges from any subsequent refund.

2.3 Cash-on-Delivery (CoD)

CoD is available for select products and pin-codes, subject to our delivery partner's operational policies. CoD limits may vary by location, and SEVORA reserves the right to disable CoD at its discretion.

2.4 Verification at Delivery

The delivery partner may request an OTP (one-time password) or identification to confirm the delivery. Only the original recipient or an authorized agent may receive the shipment.

3. Try & Buy Module

3.1 Availability

For eligible products, SEVORA offers a "Try & Buy" feature, allowing You to inspect the product/s at the time of delivery before acceptance.

3.2 Inspection Process

At the time of delivery, You may unbox and try the product (if marked eligible) in the presence of the delivery executive. If unsatisfied, You may reject the product immediately and no payment will be collected (for CoD). For prepaid orders, refunds will be initiated after confirmation.

3.3 Conditions

Products returned via Try & Buy must not be used beyond initial inspection. Clothing items must not be worn beyond a trial fitting. All tags must remain intact. Final acceptance or rejection must occur at the time of delivery. Once accepted, the product will not be eligible for Try & Buy-based return.

3.4 Ineligible Products

Certain categories (e.g., personal care, innerwear, electronics) may not be eligible for Try & Buy due to hygiene or security concerns. This will be specified on the product detail page.

4. Undelivered or Lost Shipments

In cases of lost or undelivered packages, SEVORA will initiate an internal investigation and, if confirmed, process a refund or replacement. SEVORA aims to resolve such issues within 5–7 business days of notification.

5. Delivery in Restricted Zones

If delivery to your address is not feasible due to logistical or regulatory constraints, SEVORA reserves the right to cancel your order and issue a full refund.

6. Seller Service SLA

In the event of any delivery-related claim, including delay, non-delivery, or damage, the seller or SEVORA shall respond within 48 hours of notification. Refunds, replacements, or corrective action will be taken in accordance with applicable policies.

7. Delivery Support

For common questions regarding shipment tracking, CoD availability, delivery timelines, Try & Buy eligibility, and address updates, please contact SEVORA's customer support team at support@sevora.com.

8. Miscellaneous

SEVORA reserves the right, at its sole discretion, to modify, update, or remove this Policy at any time without prior notice. It is Your responsibility to review the Policy periodically.

Last Updated 15th July 2025.