

# Shipping Policy

Last Updated: 26.09.2023

## 1. Shipping Methods

We offer several shipping options to meet your needs:

**Standard Shipping:** Orders are typically delivered within 5 business days after processing.

**Free Shipping:** Enjoy free standard shipping for all orders.

## 2. Shipping Locations

We currently ship to addresses within India. If your shipping address is outside this area, please contact our customer support team to inquire about shipping options.

## 3. Order Processing Time

Orders are processed within 2 business days after payment confirmation. Please note that processing times may vary based on product availability and order volume. You will receive an email confirmation once your order has been processed and shipped.

## 4. Shipping Charges

Shipping charges are and reverse pickup charges are borne by Lords Mark Microbiotech.

## 5. Tracking Your Order

Once your order has been shipped, you will receive a shipping confirmation email and SMS containing a tracking number. You can use this number to track the status and location of your package online.

## 6. Delivery Delays

While we make every effort to ensure timely delivery, please be aware that shipping delays may occur due to factors beyond our control, such as weather, customs inspections, or carrier disruptions. If you experience a significant delay, please contact our customer support team for assistance.

## 7. Lost or Missing Packages

In the rare event that your package is lost or missing, please contact our customer support team immediately. We will work with our shipping carrier to locate your package or arrange for a replacement to be sent to you.

## 8. International Shipping

For international orders, please note that additional customs fees, taxes, or import duties may apply. These fees are the responsibility of the recipient and are not included in the order total. Please check with your local customs office for more information on potential fees.

## 9. Returns Due to Shipping Issues

If your order is returned to us due to an incorrect address provided by the customer or if it is refused upon delivery, you may be responsible for the cost of return shipping. We will contact you to arrange for reshipment or issue a refund for the order total (excluding shipping fees).

## 10. Contact Us

If you have any questions or concerns regarding our Shipping Policy, please contact us at:

[info@lordsmicrobiotech.com](mailto:info@lordsmicrobiotech.com)

040-49583100

## 11. Changes to This Policy

We reserve the right to update or modify this Shipping Policy at any time. Any changes will be posted on our website, and the revised policy will apply to all orders placed after the effective date of the revised policy.