



Delivery Policy

Last Updated: August 2026

1. Introduction

Welcome to **Susneh Home Products** ("Susneh", "we", "our", or "us").

This Delivery Policy explains the terms and conditions governing product deliveries, delivery partners, order fulfilment, tracking, and customer responsibilities for orders placed through our website and mobile application.

By placing an order through Susneh, you agree to this Delivery Policy.

2. Delivery Services

Orders may be delivered using one of the following methods:

- Susneh Delivery Partners
- Shipt Courier Services
- Seller Self Delivery
- Store Delivery
- Third-Party Logistics Partners

The delivery method will depend on the product, seller, service availability, and delivery location.

3. Delivery Areas

Delivery services are available only in serviceable locations.

Availability may vary depending on:

- Delivery Address
- Courier Network
- Seller Location
- Product Availability
- Operational Conditions

Some products or services may not be deliverable to certain locations.

4. Delivery Process

After an order is confirmed:

- The order is prepared by the Seller or Store.
 - A Delivery Partner or Courier may be assigned.
 - Customers may receive delivery updates and tracking information, where available.
 - Delivery is completed after successful handover of the order.
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5. Delivery Verification

For security purposes, delivery verification may include:

- Order Confirmation
- Customer OTP Verification (where applicable)
- Delivery Photo (where applicable)
- Customer Signature (where applicable)

Additional verification may be required depending on the order or service.

6. Customer Responsibilities

Customers are responsible for:

- Providing an accurate delivery address.
- Providing a valid contact number.
- Being available at the delivery location.

- Verifying the order upon delivery.
- Reporting delivery issues promptly.

Incorrect information may result in delays, failed deliveries, or additional charges.

7. Delivery Charges

Delivery charges, if applicable, will be displayed during checkout.

Charges may vary depending on:

- Distance
 - Package Size
 - Weight
 - Delivery Method
 - Promotional Offers
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8. Failed Deliveries

Delivery may fail if:

- The customer is unavailable.
- The delivery address is incorrect or incomplete.
- The customer refuses to accept the order without a valid reason.
- Delivery cannot be completed due to operational or safety reasons.

Repeated failed delivery attempts may result in cancellation or return of the order.

9. Delivery Delays

Estimated delivery times are provided for convenience only.

Delays may occur due to:

- Weather Conditions

- Traffic
- Public Holidays
- Natural Disasters
- Technical Issues
- Courier Delays
- Other operational circumstances beyond our reasonable control

Susneh Home Products will make reasonable efforts to keep customers informed of significant delays.

10. Delivery Partner Responsibilities

Delivery Partners are expected to:

- Handle orders carefully.
- Deliver orders to the correct customer.
- Maintain professional behaviour.
- Protect customer privacy.
- Follow applicable platform policies and delivery instructions.
- Comply with applicable laws.

Violation of these standards may result in suspension or removal from the platform.

11. Order Inspection

Customers are encouraged to inspect the package at the time of delivery.

If the package appears damaged, tampered with, or incomplete, customers should report the issue to Customer Support as soon as possible.

12. Limitation of Liability

Susneh Home Products acts as a technology platform connecting customers, sellers, delivery partners, and logistics providers.

Except where required by applicable law, Susneh is not responsible for delays or losses arising from events beyond its reasonable control or from the acts or omissions of independent delivery providers.

13. Changes to This Policy

We may update this Delivery Policy from time to time.

The latest version will always be available on our website and mobile application.

14. Contact Us

Susneh Home Products

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