



Shipping Policy

Last Updated: August 2026

1. Introduction

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

This Shipping Policy explains how product deliveries are processed through our website and mobile application.

By placing an order with Susneh Home Products, you agree to this Shipping Policy.

2. Shipping Coverage

We currently provide delivery services in selected serviceable locations.

Shipping availability may vary depending on:

- Delivery Location
- Product Availability
- Courier Service Availability
- Seller or Store Location

Some products or services may not be available in all areas.

3. Delivery Methods

Orders may be delivered through:

- Susneh Delivery Partners

- Shiprocket Courier Services
- Seller Self Delivery
- Store Delivery
- Third-Party Logistics Partners

The delivery method may vary depending on the product, seller, or destination.

4. Shipping Charges

Shipping charges, if applicable, will be displayed during checkout before payment is completed.

Shipping charges may vary based on:

- Delivery Distance
 - Product Weight
 - Package Size
 - Delivery Partner
 - Promotional Offers
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5. Order Processing

Orders are generally processed after:

- Successful payment confirmation (for prepaid orders), or
- Order confirmation (for Cash on Delivery orders, where available).

Processing time may vary depending on product availability and operational requirements.

6. Estimated Delivery Time

Estimated delivery times may vary depending on:

- Customer Location
- Seller Location
- Courier Availability

- Weather Conditions
- Public Holidays
- Unforeseen Operational Delays

Estimated delivery dates are provided for convenience and are not guaranteed.

7. Order Tracking

Where available, customers may receive:

- Order Confirmation
- Shipping Confirmation
- Tracking Information
- Delivery Status Updates

Tracking availability depends on the selected delivery method.

8. Delivery Attempts

If delivery cannot be completed because:

- The customer is unavailable,
- The address is incorrect or incomplete,
- The contact number is unreachable,

additional delivery attempts may be made where feasible.

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

9. Inspection at Delivery

Customers are encouraged to inspect the package upon delivery.

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

10. Delayed Deliveries

While we strive to deliver orders on time, delays may occur due to circumstances beyond our reasonable control, including:

- Severe Weather
- Natural Disasters
- Government Restrictions
- Transport Disruptions
- Technical Issues

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

11. Failed Deliveries

Orders may be returned or cancelled if:

- Delivery is repeatedly unsuccessful.
 - The delivery address is invalid.
 - The customer refuses to accept the order without a valid reason.
 - The order cannot be completed due to operational constraints.
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12. International Shipping

At present, international shipping may not be available unless specifically stated for a product or service.

13. Changes to This Policy

We may update this Shipping 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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