

SHIPPING AND DELIVERY POLICY

Delivery usually takes 3 to 10 working days (Excluding Sundays and Public Holidays) after acceptance of an order. Delivery times are influenced by product availability, geographic location of customers, customers shipping destination and the courier partner's time-to-delivery schedules in customers location.

What is the range of locations to which Ok Lifecare ships their products?

Ok Lifecare ships to the whole of India.

Are there any shipping charges applicable on my order?

Shipping charges are applicable on all orders below the payable amount of INR 3,000/-. The applicable charges will be calculated and communicated to you at the time of placing the order.

My order has been shipped. Now how can I track it?

- Once your order has been dispatched, you will receive a shipping confirmation email with the details of the tracking number and the courier company processing your order.
- You can track the status of your package 24 hours after your order is dispatched from our warehouse.
- If you haven't received your order within 4-7 days of receiving your shipping confirmation email, please contact Consumer Grievance Redressal Committee or write to us at info@oklifecare.com and same will be resolved by us.

What to do if my order shows delivered, but I haven't received it?

You need to report non-Delivery of the order, within 24 hours of receiving the delivery notification by contacting the Consumer Grievance Redressal Committee, the details of the same are at the link give below.

<https://oklifecare.com/grievance.aspx> login > menu > enquiry/complaint.

For non-Delivery of the order reported after 24 hours Ok Lifecare claims no liability.

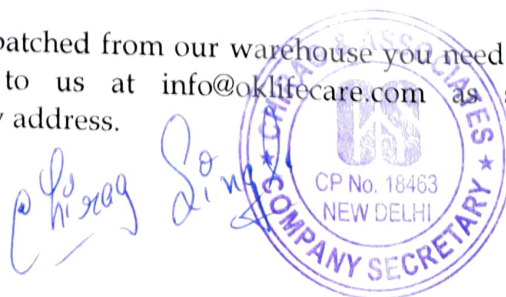
How can I find out more information about my order?

You can find the desired information about your order by contacting the Consumer Grievance Redressal Committee, the link for the same is given above.

Is it possible to request for change the delivery address at any point of time once the order has been placed?

Order has been placed but not dispatched.

Once the order has been placed but not dispatched from our warehouse you need send an email from your registered e-mail id to us at info@oklifecare.com as soon as possible requesting for the change of delivery address.



Order has been placed and dispatched.

Once the order has been placed and dispatched, it would not be possible to redirect the order to the secondary delivery address. If our shipper is unable to deliver the order at the address provided by you then dispatched product is automatically returned to our warehouse and processed as return and eligible for refund as per policy.

For any further query write us on info@oklifecare.com.

Ok Life Care shall not be responsible in any manner whatsoever for (i) delivery of the Product(s) at a wrong address furnished by you; (ii) any loss and/or damage to you due to incorrect, incomplete and/or false information furnished by you.

Shreyas

