Overview & Policy Scope

This Shipping Policy explains how orders placed through the Wami Tea website are processed and delivered. At Alco Enterprises, we partner with reputable courier networks across India to ensure your fresh tea reaches you promptly, safely, and in pristine condition.

1. ORDER PROCESSING

- Orders are generally prepared for dispatch within 24-48 business hours.
- Order processing is subject to product availability, order volume, and verification requirements.
- Orders placed on Sundays or public holidays are processed on the subsequent working day.

2. SHIPPING CHARGES

- Any shipping charge applicable to your order will be clearly displayed at checkout before payment.
- Free-shipping thresholds, cash-on-delivery fees, or other delivery charges apply only if shown on our site.
- Promotional offers on other third-party websites do not apply to Alco Enterprises.

3. ESTIMATED DELIVERY TIME

- Delivery time depends on your delivery address, courier service, availability, and operational factors.
- An estimated delivery window, where available, will be shown at checkout or communicated after dispatch.
- Delivery estimates are indicative and may vary due to weather, public holidays, or transit disruptions.

4. TRACKING YOUR ORDER

- When tracking details become available from our courier partner, we will share them via SMS/Email.
- Tracking links and status updates may take 12-24 hours to appear live in the courier portal after pickup.

5. DELIVERY ADDRESS & CONTACT DETAILS

- Customers are responsible for providing complete, accurate shipping addresses and reachable phone numbers.
- Please contact support immediately if you notice an error in your address; changes cannot be made after dispatch.

6. FAILED DELIVERY & UNDELIVERED ORDERS

- If delivery fails due to incomplete address or customer unavailability, the courier may reattempt delivery.
- If a parcel is returned to origin (RTO), contact us promptly to arrange review, reshipment, or eligible refund.

7. DELAYS, DAMAGE, OR MISSING ITEMS

- If an order arrives damaged or contains missing items, contact us promptly with order ID and photos.
- We will immediately review the issue and coordinate with logistics partners to ensure a swift resolution.

8. CASH ON DELIVERY (COD)

- Cash on Delivery (COD) is available only if the option is displayed at checkout for your specific pincode.
- Any COD processing fee, if applicable, will be shown transparently before you confirm your order.

9. CONTACT US

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