

EZWOODS – SHIPPING & DELIVERY POLICY

Thank you for choosing Ezwoods. This Shipping & Delivery Policy explains how we process, ship, deliver, and install our products and services.

1. Order Confirmation

Orders are confirmed only after successful online payment. Customers receive an order confirmation using the contact details provided during checkout.

2. Delivery Locations

Ezwoods delivers to serviceable locations across India. Delivery to remote or restricted areas may not be available. If delivery is not possible, customers will be informed and eligible payments refunded.

3. Delivery Time

Delivery timelines depend on product availability, location, weather, transportation delays, public holidays, and other unforeseen circumstances. Estimated delivery dates are for convenience only and are not guaranteed.

4. Shipping Charges

Applicable shipping charges are displayed during checkout. Free shipping may be available on selected products, locations, or promotional offers.

5. Order Tracking

Order updates may be provided through SMS, email, WhatsApp, or phone calls whenever available.

6. Delivery Requirements

The customer or an authorized person should be available to receive the order. Packages should be inspected before acceptance, and any visible damage reported immediately.

7. Installation Service

Paid installation is scheduled after delivery by Ezwoods or its authorized partner. Customers must provide safe access. Customer-caused delays may require rescheduling.

8. Delivery of Customized Products

Customized furniture requires additional production time. Such orders cannot be cancelled after the permitted cancellation period and cannot be refused at delivery.

9. Delivery Refusal

Refusal of standard product delivery without a valid reason may attract return shipping or handling charges. Customized furniture orders are non-refundable.

10. Failed Delivery Attempts

If delivery fails due to customer unavailability, incorrect address/contact details, or inaccessible location, Ezwoods may reschedule delivery and additional charges may apply.

11. Interior Services

Project timelines begin after design approval, advance payment, and site readiness. Completion depends on scope, approvals, material availability, and site conditions.

12. Consultant Visits

Consultation visits are generally scheduled within 24 hours, subject to consultant availability and service location. Rescheduling will be coordinated if required.

13. Delays Beyond Our Control

Delays may occur due to natural disasters, floods, government restrictions, transportation

disruptions, labour or material shortages, strikes, or other force majeure events. Ezwoods will make reasonable efforts to keep customers informed.

14. Contact Us

Ezwoods

Website: ezwoods.in

Email: support@ezwoods.in

Phone: 9211973886



Ezwoods