



# MARQVEDA GLOBAL PVT. LTD.

*Exporting Indian Excellence Worldwide*



## SHIPPING POLICY



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## Shipping Policy

This Shipping Policy ("Policy") outlines the terms and conditions governing the shipment, delivery, and logistics of products sold, supplied, or exported by **Marqveda Global Pvt. Ltd.** ("Marqveda", "Company", "we", "our", or "us") through the website [www.marqveda.com](http://www.marqveda.com) ("Website").

By placing an order, submitting a purchase inquiry, or engaging in a transaction with Marqveda, you acknowledge that you have read, understood, and agreed to be bound by this Policy.

### 1. Scope of Shipping Operations

Marqveda operates across multiple business models, including:

- **International Exports (B2B):** Contract-based export shipments to overseas buyers, importers, wholesalers, FMCG companies, and private-label clients.
- **Domestic Shipments (India):**
  - **D2C (Direct-to-Consumer)** orders placed within India
  - **Domestic B2B** supplies to retailers, distributors, institutions, and corporate buyers

Shipping terms, timelines, and responsibilities vary depending on the nature of the transaction.

### 2. Order Processing & Dispatch

#### 2.1 Order Confirmation

- D2C orders are processed only after successful payment confirmation
- For B2B and export transactions, dispatch occurs strictly as per mutually agreed commercial terms

#### 2.2 Processing Timelines

Indicative processing timelines are as follows:

- **Domestic D2C Orders:** 2-5 business days
- **Domestic B2B Orders:** As per quotation or supply agreement
- **International Export Orders:** As per export contract, Incoterms, and production schedules

These timelines are indicative and may vary due to operational, regulatory, or force majeure factors.

### **3. Shipping Methods & Logistics Partners**

- Marqveda may engage third-party courier, freight forwarding, and logistics providers for domestic and international shipments
- Selection of logistics partners is at Marqveda's discretion unless otherwise contractually agreed
- Shipping methods may include surface, air, sea, or multimodal transport, depending on the order requirements

### **4. Shipping Charges & Duties**

#### **4.1 Domestic Shipments (India)**

- Shipping charges, if applicable, will be disclosed at checkout or in the quotation
- Prices may be inclusive or exclusive of shipping charges as specified at the time of order

#### **4.2 International Shipments**

- Export shipping charges, insurance, customs duties, taxes, and levies are governed by:
  - Agreed Incoterms
  - Export contracts or purchase orders
- Unless otherwise agreed, the buyer is responsible for:
  - Import duties and taxes
  - Customs clearance at destination
  - Local delivery charges

Marqveda shall not be responsible for delays or costs arising from destination country regulations.

### **5. Estimated Delivery Timelines**

- Delivery timelines provided are estimates only and not guarantees
- Delays may occur due to:
  - Customs inspections or regulatory approvals
  - Port congestion or carrier delays
  - Weather conditions, force majeure events, or geopolitical factors

- Incorrect or incomplete delivery information provided by the customer

Marqveda shall not be liable for delays beyond its reasonable control.

## 6. Risk Transfer & Ownership

- **Domestic D2C & B2B:** Risk typically transfers to the customer upon delivery to the specified address.
- **International Export:** Risk transfer and ownership are governed strictly by the agreed Incoterms and export documentation.

Once goods are handed over to the logistics provider, Marqveda's responsibility is limited as per applicable agreements.

## 7. Tracking & Delivery Confirmation

- Tracking details may be provided for eligible domestic and international shipments
- Proof of dispatch or delivery issued by logistics partners shall be considered valid delivery confirmation

## 8. Failed Deliveries & Reattempts

- Failed delivery attempts due to incorrect address, unavailability of recipient, or refusal to accept delivery may result in:
  - Additional shipping charges
  - Order cancellation without refund (where applicable)

Marqveda reserves the right to recover re-shipping or return-to-origin costs.

## 9. Damaged, Lost, or Missing Shipments

### 9.1 Domestic Orders

Customers must report:

- Visible damage or missing items within 7 days of delivery
- Complaints raised beyond this period may not be entertained

### 9.2 International Shipments

- Claims must be raised in accordance with the export contract and carrier policies
- Marqveda's liability, if any, shall be limited to the extent covered by insurance or contractual terms

Supporting evidence such as photographs and delivery documentation may be required.

## **10. Customs, Regulatory & Compliance Matters**

- International shipments are subject to export and import regulations of respective countries
- Marqveda ensures compliance with Indian export laws
- Buyers are responsible for compliance with destination country laws and requirements

Delays or seizures due to regulatory non-compliance at destination are outside Marqveda's control.

## **11. Force Majeure**

Marqveda shall not be held liable for delays or non-performance caused by events beyond its reasonable control, including but not limited to:

- Natural disasters
- Pandemics
- Government actions
- Labor strikes
- Transport disruptions

## **12. Limitation of Liability**

To the maximum extent permitted by law:

- Marqveda's liability shall not exceed the value of the shipment in question
- Marqveda shall not be liable for indirect, incidental, or consequential losses

## **13. Policy Modifications**

Marqveda reserves the right to update or modify this Shipping Policy at any time without prior notice. Revisions shall be effective upon publication on the Website.

## **14. Contact Information**

For shipping-related queries, please contact:

Marqveda Global Pvt. Ltd.

Email: [info@marqveda.com](mailto:info@marqveda.com)

Registered Office:

E-202, Astha Green City,  
Phulwarisharif, Patna – 801505,  
Bihar, India

Marqveda Global Pvt. Ltd. strives to ensure transparent, compliant, and efficient shipping practices across domestic and international markets while balancing operational realities and customer expectations.



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-  [info@marqveda.com](mailto:info@marqveda.com)
-  +91-7903305886 (INDIA)
-  [www.marqveda.com](http://www.marqveda.com)

