

DESIGNZ LIFE STUDIO
DELIVERY & SHIPPING POLICY

Last Updated: 4 July 2025

Applicable to:

- Websites: www.designzlife.com, www.designzlife.com, www.designzlife.com, www.designsblisslife.com
- Offline spaces: Designz Life Studio, exhibitions, workshops, pop-ups, and in-person events
- (collectively referred to as “Platform”)

1. INTRODUCTION

Welcome to Designz Life. We are committed to delivering your orders safely, promptly, and transparently. This Delivery & Shipping Policy outlines the terms governing dispatch, delivery, and shipping timelines for both online and offline purchases. Please read it carefully before placing an order or visiting us in person.

2. SERVICEABLE LOCATIONS

We currently deliver within India through our registered logistics partners. International delivery may be arranged on request and is subject to feasibility, compliance, and additional charges.

For international shipping queries, please write to us at: designzlife8@gmail.com

3. SHIPPING TIMELINE & ORDER PROCESSING

- **Standard Dispatch:** Within 8–15 business days (excluding weekends & public holidays) for regular orders.
- **Customised/Bulk Orders:** May take 15–30 business days or more, as mentioned in the product description or at checkout.
- **Offline Order Timeline:** Orders placed at stalls, exhibitions, or pop-ups follow the same timelines unless otherwise informed.
- **Shipping Notification:** You will receive tracking details via email once your product is dispatched.

Delays may occur due to external factors (weather, festivals, courier hold-ups, etc.). In such cases, we appreciate your patience and will keep you informed via email.

4. SHIPPING CHARGES

- Shipping rates are dynamically calculated at checkout based on the destination, item weight, volumetric size, packaging, and courier zone.

- **Promotional Free Shipping** may be available during offers or for selected pin codes or order amounts.

Note: Shipping charges are non-refundable if the order is cancelled after dispatch.

5. LOCAL PICK-UP (STUDIO)

You may choose to collect your order in person from our studio:

📍 **Designz Life Studio**

97, Santoshpur Avenue, Kolkata – 700075

Google Maps: [Click Here](#)

Pickup Slot: Mon–Sat | 10:00 AM – 8:00 PM

- **Once your order is ready, you will receive a confirmation email.**
- **Please carry your confirmation email/SMS while collecting the product.**
- **Pickups must be made within 10 days of notification unless otherwise agreed.**

6. SHIPPING PARTNERS

We work with trusted delivery aggregators, including:

- **India Post**
- **Shree Maruti Courier**
- **Shiprocket Network**

Refer to their respective shipping policies for coverage, claims, and liability limitations.

7. DELIVERY TIME ESTIMATE

- **Metro Cities: 7–10 business days after dispatch**
- **Tier 2 & 3 Towns/Villages: 10–15 business days**
- **Remote or Unserviceable Locations: Delivery may take longer or be unavailable**

Delivery timelines are indicative only. Force majeure events may lead to unavoidable delays.

8. UNDELIVERABLE ORDERS

If your package is returned due to incorrect address, unavailability, or refusal to accept:

- **Reshipping charges must be borne by the customer.**

9. DELIVERY AT POP-UPS & EVENTS

For purchases at offline pop-ups, markets, exhibitions, or collaborative stalls:

- **You may receive the product immediately, or**
- **Delivery/pick-up instructions and timelines will be provided at the time of purchase.**
- **No on-the-spot alteration or returns are permitted unless specifically offered.**

10. SHIPPING RESTRICTIONS

The following limitations apply:

- **Hazardous materials, oversized/heavy products may not be deliverable to all PIN codes**
- **We do not deliver to P.O. boxes or military addresses**
- **Orders from bulk resellers or commercial buyers may be cancelled at our discretion**

11. SHIPPING ADDRESS POLICY

- **The shipping address cannot be modified after placing the order.**
- **We are not responsible for non-delivery due to incorrect or incomplete address details.**
- **You may contact us at designzlife8@gmail.com within 12 hours of placing an order to request address correction (if not yet processed).**

12. DAMAGE & MISSING ITEMS

- **If your order arrives visibly damaged, please record a video while unboxing and share it with us within 24 hours at designzlife8@gmail.com.**
- **Items lost in transit will be investigated with the courier before any replacement/refund is initiated.**
- **Damage complaints raised after 24 hours of delivery will not be entertained.**

13. RETURN & EXCHANGE

- **Please refer to our [Returns, Replacement & Refund Policy] for eligibility, timelines, and steps.**
- **Not all products (especially customised/personalised items) are eligible for returns.**

14. FORCE MAJEURE

We shall not be held liable for any delay or failure in delivery due to events beyond our control, including but not limited to natural disasters, lockdowns, courier strikes, war, or government restrictions.

15. PRIVACY & DATA

Your personal and contact details submitted for shipping are protected under our Privacy Policy and will only be used to complete and deliver your order.

16. POLICY UPDATES

We may update or modify this Shipping Policy at any time. The revised policy will be applicable from the date it is published on our website. Continued use of our services implies acceptance of the changes.

17. CONTACT US

For questions or issues related to shipping, please reach out to us via:

+91 98367 83088

designzlife8@gmail.com

Studio Location: 97, Santoshpur Avenue, Kolkata - 700075