

# Shipping & Delivery Policy

Last Updated: June 5, 2026 | Effective Date: June 5, 2026

## 1. Domestic Shipping Only

Saravanan Wisdom operates strictly as a home-based digital platform within the territory of India. We explicitly restrict our physical product delivery fulfillment to domestic addresses located within India. We do not support, accept, or process international shipping requests under any circumstances.

## 2. Cyclical Order Windows & Dedicated Dispatch Months

To ensure smooth flow, our sacred spiritual items are accumulated during pre-booking months and systematically prepared, packed, and dispatched in designated seasonal blocks as illustrated below:

Fulfillment Cycle	Collection Months	Dispatch Month
Cycle A	Jan, Feb, Mar	April
Cycle B	May, Jun, Jul	August
Cycle C	Sep, Oct, Nov	December

**Note:** The months of April, August, and December are dedicated exclusively to manual workflow, processing, and logistics dispatches; fresh booking slots are paused or managed accordingly.

## 3. Core Handover and Transit Durations

- **Courier Handover:** Items are individually prepared and handed over to our designated domestic delivery partner during the designated dispatch month.
- **Transit Time:** Standard delivery to your provided domestic address typically occurs within 5 to 7 business days after courier receipt.
- **Force Majeure:** Saravanan Wisdom cannot be held liable for courier transit delays stemming from external disruptions, including but not limited to adverse weather, local regional restrictions, logistical gridlocks, or high-volume festive seasons.

## 4. Invoicing and Real-Time Tracking Link Delivery

- **Payment Invoice:** Instantly upon completing checkout, an automated billing transaction receipt is sent to your email address confirming your placement in the active cycle.

- **Manual Dispatch Tracking:** During the active dispatch month, as soon as your specific package is prepared and labeled for our domestic delivery partner, a custom shipping tracking link will be generated manually and emailed to you to track delivery status. We endeavor to provide these links within the first 15 days of the designated dispatch month.

## 5. Address Verification & 24-Hour Correction Window

- **24-Hour Correction Window:** Any corrections regarding address Query must be sent to [saravananwisdom.media@gmail.com](mailto:saravananwisdom.media@gmail.com) within a strict timeline of **twenty-four (24) hours** from checkout.
- **Policy:** Address updates received after 24 hours cannot be guaranteed integration. Saravanan Wisdom holds no responsibility for delivery failures caused by uncorrected customer errors.

## 6. Delivery Failures and Return to Origin (RTO) Protocol

- **Retrieval Rule:** If a delivery fails, the package returns as an RTO shipment. You must email us within **seven (7) calendar days** to schedule re-shipment.
- **Fees:** Re-shipment costs are covered by the buyer. If no communication is received within 7 days, a 20% restocking and handling fee is deducted from your refund.

## 7. Damaged or Incorrect Items

In the rare event that your item arrives damaged or you receive an incorrect order, please notify us at [saravananwisdom.media@gmail.com](mailto:saravananwisdom.media@gmail.com) within **48 hours** of delivery with supporting photos. We will review and provide a resolution for your shipment.

## 8. Contact Channel

For any inquiries regarding your order, dispatch details, or address validations, communicate through our unified node:

**Official Email:** [saravananwisdom.media@gmail.com](mailto:saravananwisdom.media@gmail.com)

**Operational Node:** Home-based (India)