

# SHIPPING POLICY

Thank you for choosing Tiny Heaven for your shopping needs. Here is our shipping policy:

1. **Shipping Method:** We partner with reliable shipping companies to ensure timely and secure delivery of your products. The shipping method used will depend on the product(s) you ordered and the delivery address.
2. **Shipping Charges:** Shipping charges may vary depending on the shipping method, weight, and dimensions of the product(s), and the delivery address. Shipping charges will be displayed at the time of checkout.
3. **Estimated Delivery Time:** Our delivery policy offers two options: Standard Delivery takes 5-7 working days, while Express Delivery ensures delivery within 3-4 working days. Please note that actual delivery times may vary due to factors like product availability and shipping address.
4. **Tracking:** Once your order has been shipped, we will provide you with a tracking number that you can use to track your order. You can track your order on our website or on the shipping company's website.
5. **Shipping Restrictions:** We currently ship only within India. We do not ship to PO boxes or APO/FPO addresses.
6. **Delivery Issues:** In the unlikely event that your product(s) are damaged during shipping or if you receive the wrong product(s), please contact our customer service team within 48 hours of receiving your order. We will work with you to resolve the issue as quickly as possible.
7. **Delayed Delivery:** We will do our best to ensure timely delivery of your order. However, in the rare case of a delayed delivery due to unforeseen circumstances such as natural disasters, transportation strikes, or other factors beyond our control, we cannot be held responsible for any inconvenience or losses that may arise.
8. **Cancellation of Orders:** If you wish to cancel your order, please contact our customer service team within 24 hours of placing the order or before dispatching the order by emailing [shop@tinyheaven.in](mailto:shop@tinyheaven.in). We will process the cancellation and issue a refund as per our refund policy.