

Shipping Policy:

Welcome to Mandu Elixir! We appreciate your interest in our products and services. Please review the following Shipping Policy carefully before making any purchases from our website.

1. Shipping Timeframe:

- Upon placing an order, please allow 7-10 business days for your item(s) to be processed, packaged, and shipped from our facility. This timeframe excludes weekends and public holidays.

- While we strive to expedite the shipping process, please note that delivery times may vary depending on factors beyond our control, including but not limited to:

- Courier partner delays or disruptions.
- Adverse weather conditions.
- Unforeseen circumstances or force majeure events.
- Peak seasons or high demand periods.
- Government regulations or customs clearance procedures.

2. Delivery Estimates:

- We understand the importance of receiving your order in a timely manner. However, we cannot guarantee a specific delivery date due to the aforementioned variables.

- Estimated delivery dates provided at checkout are approximate and subject to change based on the prevailing conditions.

- We advise customers to track their shipments using the provided tracking information for real-time updates on delivery status.

3. Shipping Methods:

- We utilize reputable courier services to ensure reliable and efficient delivery of your orders.

- Shipping options may vary depending on your location and the weight/size of the package.

- Customers may have the option to select expedited shipping for an additional fee, where available.

4. International Shipping:

- For international orders, please be aware that customs clearance procedures and import duties/taxes may apply. These additional charges are the responsibility of the recipient and are not included in the product price or shipping cost.

- Delivery times for international shipments may be longer due to customs processing and transit times.

5. Order Tracking:

- Once your order has been shipped, you will receive a confirmation email containing tracking information.

- Please allow up to 24-48 hours for the tracking details to become available in the courier's system.

6. Shipping Address:

- Customers are responsible for providing accurate and complete shipping information at the time of purchase.

- We are not liable for any delays or delivery issues resulting from incorrect or incomplete address details provided by the customer.

7. Shipping Charges:

- Shipping fees are calculated based on the shipping method selected, the destination address, and the weight/size of the package.

- Any applicable shipping charges will be displayed at checkout before completing your purchase.

8. Returns Due to Shipping Issues:

- In the event that your order is lost, damaged, or delayed during transit, please contact our customer service team for assistance.

- We will work with the courier to resolve the issue and may offer a replacement or refund depending on the circumstances.

9. Modification of Shipping Policy:

- We reserve the right to modify or update this Shipping Policy at any time without prior notice. Changes will be effective immediately upon posting to our website.

- It is the responsibility of the customer to notify for not being able to receive the products.