

1. **Delivery** – Maximum time taken to deliver our products is 15 days from date of order.
2. **Delivery charges** : For orders below 100 Volume Points, delivery will be charged at INR 100 (excl taxes)
3. **Available Payment Methods** :
  - (i) Cash
  - (ii) Ingenico (Net banking and All online cards)
  - (iii) Global Payments – Cards
  - (iv) UPI Payment – Virtual Address
  - (v) UPI Payment – QR code
  - (vi) Airtel Payment – Bank- (Cash)
  - (vii) Wire Transfer
  - (viii) Direct Deposit

**Note :**

- All the online payment gateway are PCI DSS compliant.
- No additional charges will be levied on the users for using any payment methods.
- Any unsuccessful transactions, amount debited will automatically get reversed to the respective customer’s bank account or card as per the timelines of the respective bank which may range from 7 to 21 working days.
- For chargeback, users can initiate the same with their banker as per the relevant card schemes.

4. **Contact information of the payment service provider**

Name of the PG	Contact number	Website/ Contact email ID
DBS <ul style="list-style-type: none"> <li>• UPI Payment – Virtual Address</li> <li>• UPI Payment – QR code</li> </ul>	Available in the Payment service provider website	<a href="https://www.dbs.com/in/corporate/default.page?pid=in-institutional-banking-corporate-banking">https://www.dbs.com/in/corporate/default.page?pid=in-institutional-banking-corporate-banking</a>
Global Pay	1800210000	<a href="mailto:premier.in@globalpay.com">premier.in@globalpay.com</a>
Ingenico	-	<a href="mailto:grievance.ind@ingenico.com">grievance.ind@ingenico.com</a>