

SHIPPING POLICY

This Shipping Policy governs the delivery and logistics procedures followed by M/s Dynace India Agency Private Limited ("Dynace Global" or "the Company") for all product orders placed via its official website www.dynaceglobal.in, Company Offices, or authorized franchisee outlets.

1. Order Placement Options

A. Pickup from Office / Franchise Outlet

- Orders can be placed directly at any Dynace Global office or franchise outlet.
- Accepted payment modes: **Cash, Demand Draft, Credit Card, Debit Card**
- **Pickup Hours:**
 - Monday to Friday: 10:00 AM - 06:00 PM
 - Saturday: 10:00 AM - 01:30 PM
 - Sunday: Closed
- Please refer to the official website for updates.

B. Home Delivery Orders

- Orders can be placed through:
 - Website: www.dynaceglobal.in
 - Company office / Franchisee outlet

Payment Options:

- **At Office:** Cash, Debit / Credit Card, Online Wallets
- **Online Orders:** Credit / Debit Card, Net Banking, RTGS / NEFT / IMPS, Wallets

2. Delivery Charges (Within India)

Order Value (₹)	Delivery Charges (₹)
Below ₹1,000	₹80
₹1,000 - ₹4,999	₹140
₹5,000 - ₹9,999	₹180
₹10,000 and above	₹220

Delivery charges are calculated during checkout and are added to the total amount.

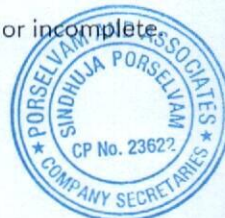
3. Delivery Guidelines

- Orders are generally dispatched in 7 business day.
- Orders placed after 2:30 PM on Saturdays are calculated the following Monday as 1 st business day
- Estimated delivery time: 10 to 15 working days, depending on the delivery location.
- No deliveries on Sundays or national holidays.

4. Shipping Terms & Product Acceptance

- All shipments are dispatched in perfect condition.
- Customers must check the shipment at the time of delivery. Signing the delivery note confirms receipt in good condition.
- Do not sign the delivery note if the package is damaged or incomplete.

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- Hidden damages must be reported to the company within 24 hours of receipt.
- Failure to report within 24 hours will be treated as final acceptance of the goods.

5. Serviceability

- Delivery addresses and pin codes are verified before payment.
- In case a location is not serviceable, the customer may provide an alternate address.

6. Product Ownership & Risk

- Ownership and title of goods transfer to the Customer / Direct Seller only after full payment and delivery.
- Risk of damage / loss passes to the customer upon delivery.
- Customers must ensure packaging is intact before accepting delivery.

7. Refusal of Delivery

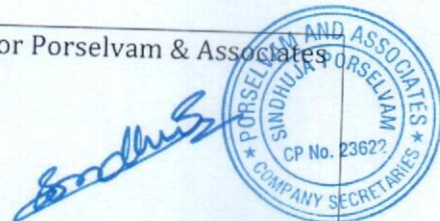
- If a customer refuses or fails to accept delivery, they may be liable for related losses or charges.
- The company may evaluate the situation and, at its discretion, decide on redelivery or refund in accordance with its Refund Policy.

8. Governing Law & Dispute Resolution

- Any disputes shall be resolved through arbitration under the Arbitration and Conciliation Act, 1996.
- The sole arbitrator will be appointed by the Company.
- Jurisdiction: District Courts of Chennai (Tamil Nadu, India).
- The decision of the arbitrator shall be final and binding on all parties.

This is to certify as per Rule 5(1)(d) of Consumer Protection (Direct Selling) Rules 2021 and based on Management Representation Letter and explanation provided by concern officers of the company and as Practicing Company Secretary I, do not indemnify any act of the company and I do not assume any responsibility or liability or guarantee for any changes, inaccuracies, or unforeseen circumstances that may arise after the certification date related to subject matter. This statement does not constitute legal, financial, or medical advice and should not be interpreted as such.

For Porselvam & Associates



Sindhuja Porselvam
M.No - A44831
CoP - 23622
Date - 21/04/2026