

SHIPPING & DELIVERY POLICY

Last Updated: 02 October 2026

Thank you for shopping with **Zesty Zaps Food and Fruit Products**.

This Shipping & Delivery Policy explains how we process and deliver orders placed through our website.

1. Order Processing

Orders are normally processed after successful confirmation of payment.

Processing time may vary depending on:

- Product availability
- Order quantity
- Packaging requirements
- Holidays and weekends
- Operational circumstances

We will make reasonable efforts to dispatch orders within the estimated processing time communicated on the website or during checkout.

2. Delivery Areas

We aim to provide delivery services to locations supported by our available courier and logistics partners.

Delivery availability may depend on the customer's PIN code and the courier network.

3. Delivery Time

Estimated delivery times may vary depending on:

- Delivery location
- Courier partner
- Weather
- Transportation conditions
- Festivals and holidays
- Local restrictions
- Unforeseen operational delays

Any delivery date or timeframe displayed on the website should be considered an estimate unless expressly stated otherwise.

4. Shipping Charges

Shipping charges, if applicable, will be displayed during checkout before the customer completes the order.

Shipping charges may vary depending on destination, order value, weight, dimensions and applicable shipping arrangements.

5. Tracking

Where tracking is available, customers may receive tracking information through email, SMS, WhatsApp or another communication method.

Tracking information is generally provided by the applicable courier/logistics provider.

6. Incorrect Delivery Address

Customers are responsible for providing accurate delivery information.

If an order cannot be delivered because of an incorrect or incomplete address, incorrect PIN code or inability to receive the shipment, additional shipping charges or other consequences may apply.

7. Delivery Attempts

Courier partners may make delivery attempts according to their operational policies.

Customers should make reasonable efforts to receive their order when delivery is attempted.

8. Delayed Delivery

Occasionally, delivery may be delayed due to circumstances outside our reasonable control, including:

- Severe weather
- Natural disasters
- Transportation disruption
- Strikes
- Government restrictions
- Courier network disruption
- Festivals or unusually high shipment volumes

- Other unforeseen circumstances

We will make reasonable efforts to assist customers in tracking delayed shipments.

9. Damaged or Tampered Package

If the package appears visibly damaged, opened or tampered with at the time of delivery, customers are encouraged to photograph or record the package before opening it and contact us promptly.

For a product-related complaint, please provide:

- Order number
- Photographs/videos
- Photographs of the shipping package
- Photographs of the product
- Description of the problem

We will investigate the matter and provide an appropriate resolution where applicable.

10. Food Products and Delivery

Our products are food products and should be stored according to the instructions printed on the product packaging after delivery.

Customers should check the product label for storage instructions, ingredients, allergen information and applicable date markings before consuming the product.

FSSAI's e-commerce guidance emphasizes compliance with applicable food-safety and labelling requirements for food sold online.

11. Contact

Email: info@zestyzaps.com

Website: www.zestyzaps.com