



UNZUR

Export Business

Bridging markets and cultures

GSTIN - 07AAJFU2574L1ZN

Shipping Policy

Last Updated: 29-03-2026

This Shipping Policy ("Policy") governs the shipment of products (Scarves, Carpets, Tea, and Coffee) by **Unzur** ("Company," "we," "us," or "our") to wholesale buyers ("Buyer," "you") located outside of India. By placing an order, you agree to the shipping terms outlined below.

1. Shipping Locations

We ship worldwide from our warehouses in India. However, certain destinations may be restricted due to:

- Sanctions or trade restrictions imposed by the Indian government or the destination country.
- Carrier limitations for food products (Tea and Coffee).
- Political instability or customs disputes.

If your location is restricted, we will notify you within **2 business days** of placing your order.

2. Processing Time

Order Confirmation: Orders are confirmed upon receipt of full payment (or down payment, if agreed).

Processing Period: Orders are processed within **3 to 7 business days** after payment confirmation, unless otherwise agreed in writing.

Bulk Orders: Large wholesale orders (e.g., container-load quantities of carpets or bulk tea) may require **10 to 15 business days** for processing, quality checks, and packaging. We will communicate the estimated processing time at the time of order confirmation.

Business days exclude Saturdays, Sundays, and Indian public holidays.

3. Shipping Methods & Carriers

We partner with reputable international freight forwarders and courier services, including but not limited to:

Air Freight: DHL, FedEx, UPS, or similar (for smaller wholesale orders, samples, or urgent shipments).

Sea Freight: FCL (Full Container Load) or LCL (Less than Container Load) via major shipping lines (for bulk orders of carpets, scarves, or large tea/coffee quantities).
 Courier Services: For samples and small parcels.

The shipping method will be agreed upon with the Buyer before finalising the invoice.

4. Incoterms & Liability

All shipments are governed by the **Incoterms 2020** specified on the Commercial Invoice. The default terms are:

Incoterm	Meaning	Liability
EXW (Ex Works)	Our warehouse in India	Buyer assumes all responsibility for export clearance, loading, freight, insurance, and transit risks from our door.
FOB (Free on Board)	Named port of loading, India	Our liability ends once goods are loaded on the vessel/aircraft at the port of origin. Buyer bears all costs and risks thereafter.
CIF (Cost, Insurance, Freight)	Named port of destination	We cover cost, insurance, and freight to the destination port. Risk transfers to the Buyer upon delivery to the destination port.

Important: Unless otherwise agreed in writing, **FOB (origin port)** is the default Incoterm. This means:

- We are not responsible for delays, damages, or losses occurring during international transit.
- We are not responsible for customs clearance, import duties, or local delivery in the destination country.

5. Shipping Costs

Quotation: Shipping costs are quoted separately from product costs and are based on weight, volume, destination, and shipping method.

Validity: Freight quotes are valid for **7 days** from the date of issuance due to fluctuating fuel and carrier rates.

Invoicing: Shipping charges are typically included in the Commercial Invoice or invoiced separately, as agreed.

6. Estimated Transit Times

Transit times commence from the date of shipment (not from the order date) and are estimates only. We are not liable for delays caused by carriers, customs, weather, or force majeure events.

Shipping Method	Estimated Transit Time
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International Courier (DHL/FedEx/UPS)	3 to 7 business days
Air Freight (Consolidated)	5 to 10 business days
Sea Freight (LCL/FCL)	20 to 45 business days (depending on destination)

Tea and Coffee are sensitive to humidity and temperature. Air freight is strongly recommended for these products to preserve quality. We are not liable for quality degradation due to prolonged sea transit unless Buyer explicitly requests sea freight in writing.

7. Customs, Duties, and Taxes

- Import Duties: All customs duties, import taxes, VAT/GST, and brokerage fees levied by the destination country are the **sole responsibility of the Buyer**
- Customs Clearance: The Buyer is responsible for ensuring that the imported products comply with their local regulations (e.g., food import licenses for tea and coffee, textile labeling requirements).
- Delays: We are not liable for delays caused by customs inspections, holds, or clearance procedures.
- Abandoned Shipments: If the Buyer refuses to pay import duties or fails to clear customs within the time frame prescribed by local authorities, the shipment may be abandoned or destroyed. **No refunds will be issued for abandoned shipments**

8. Packaging

We ensure all products are packaged in accordance with international export standards:

Scarves: Individually poly-bagged, packed in cartons.

Carpets: Rolled, wrapped in plastic sheeting, and secured with strapping or packed in wooden crates for sea freight (additional crating charges may apply).

Tea & Coffee: Sealed in food-grade, moisture-proof packaging, packed in master cartons.

Note: Wooden packaging used for sea freight complies with ISPM-15 (international phytosanitary standards). Any additional fumigation or certification required by the destination country shall be at the Buyer's expense.

9. Tracking Information

Once the order is shipped, we will provide:

Courier/Air Freight: Tracking number and carrier details.

Sea Freight: Bill of Lading (B/L) number, vessel name, and estimated time of arrival (ETA).

It is the Buyer's responsibility to monitor the shipment and coordinate with the carrier or local freight forwarder for delivery.

10. Delays, Lost Shipments, and Insurance

Delays: We are not liable for shipping delays caused by carriers, customs, weather, strikes, port congestion, or other force majeure events.

Lost Shipments: Claims for lost shipments must be filed by the Buyer with the carrier. We will assist by providing the necessary documentation (proof of export, commercial invoice, packing list).

Insurance: Shipping insurance is **not automatically included**. If the Buyer wishes to insure the shipment against loss or damage during transit, insurance must be requested in writing prior to shipment. Insurance costs will be added to the invoice. Without insurance, the Buyer assumes all risk of loss or damage once the goods are handed to the carrier (under FOB/EXW terms).

11. Multiple Shipments (Partial Shipments)

For large wholesale orders, we reserve the right to ship in partial consignments if:

- Products are sourced from different regions of India.
- Sea freight container space requires optimisation.
- Buyer requests expedited delivery of a portion of the order.

Partial shipments will be communicated in advance, and shipping charges will be allocated accordingly.

12. Incorrect Shipping Address

The Buyer is responsible for providing accurate and complete shipping addresses, including:

- Recipient name, company name, street address, city, postal code, country.
- Valid contact phone number for customs clearance and local delivery.

If a shipment is returned to us due to an incorrect address provided by the Buyer, the Buyer is liable for:

- All original shipping costs (non-refundable).
- Return freight charges.
- Re-shipping costs, if applicable.

13. Force Majeure

We shall not be held liable for any delay or failure to perform shipping obligations due to causes beyond our reasonable control, including but not limited to: natural disasters, war, civil unrest, strikes, port closures, government actions, pandemics, or supplier disruptions.

14. Contact Information

For shipping inquiries, including tracking requests, documentation, or to discuss freight options, please contact us:

Unzur

Email: unzur.business@gmail.com

Please have your **Order Number** or **Commercial Invoice Number** available for all shipping-related correspondence.