

Altima Shipping Policy

Smart Haven Systems Private Limited

Effective Date: [Date]

1. General Overview

At Smart Haven Systems Private Limited, we are dedicated to ensuring that your Altima product is delivered securely and on time. This Shipping Policy outlines our strategies and options to guarantee a seamless delivery experience for our customers.

2. Complimentary Shipping for Preorders

To show our appreciation to early adopters, we are offering **free shipping for all Altima Core and Altima Elite preorders**. This offer is valid for deliveries to major metropolitan areas within [India].

3. Standard Shipping Fees

3.1 Local Deliveries (within 50 km)

- For addresses within a 50 km radius of our assembly and distribution centers, a minimal delivery fee may be charged after the preorder phase.
- Local deliveries benefit from quicker and more affordable logistics, making it a cost-effective option for nearby customers.

3.2 Nationwide Deliveries (beyond 50 km)

- For deliveries beyond 50 km from our assembly centers, including all regions outside major metropolitan areas, a standard shipping fee will apply.
- **Fee Calculation:** The shipping fee is based on distance and logistical considerations, ensuring an efficient and cost-effective delivery service nationwide.

4. Shipping Insurance

While we ensure that all Altima products are securely packaged, unforeseen incidents may occur during transit. We offer **optional shipping insurance** to provide added protection against damage or loss. This option is especially recommended for international orders or high-value shipments.

5. Delivery Timeframes

- **Domestic Deliveries:** Estimated to arrive within **[5-7] business days** after dispatch. Actual delivery times may vary based on location and the logistics provider.

- **International Deliveries:** Estimated to arrive within **[2-4] weeks**, subject to customs processing and the chosen shipping method.

Delivery estimates are provided at the time of checkout and may vary due to factors beyond our control.

6. Tracking Your Order

Once your order is dispatched, you will receive a confirmation email with a tracking number and a link to monitor your shipment in real time. You can also track your order status on our website under the “**Track My Order**” section.

7. Handling and Processing Time

Orders are typically processed and dispatched within **[3-5] business days**. During peak periods, such as holidays or preorder launches, processing times may be longer. We appreciate your patience and understanding.

8. Returns and Replacements

If your Altima product arrives damaged or defective, please follow these steps:

1. Contact Us: Notify our support team at [support@smarthavensystems.com] within **7 days** of receiving your product.

2. Provide Details: Include your order number, a description of the issue, and any supporting evidence (photos or videos).

3. Return and Replacement Process: We will guide you through the return process. If your claim is approved, we will offer a repair, replacement, or refund in accordance with our Warranty Terms.

9. Additional Information for International Buyers

■ **Customs Regulations:** International shipments may be subject to customs inspections, which can cause delays beyond our estimated delivery times.

■ **Duties and Taxes:** The recipient is responsible for any applicable import duties, taxes, or fees imposed by the destination country.

We advise international customers to consult their local customs office for information on potential charges and import regulations.

10. Customer Support

Our dedicated support team is here to assist you with any questions or concerns about your shipment. For inquiries, please contact:

Email: support@smarthavensystems.com

Phone: +91-XXXX-XXXXXX

Hours of Operation: Monday to Friday, 9:00 AM to 6:00 PM (Local Time)

11. Disclaimer

Smart Haven Systems Private Limited is not liable for delays caused by external factors, including but not limited to natural disasters, customs processing delays, or strikes by logistics providers.

We value your trust and are committed to delivering your Altima product with care and efficiency. Thank you for choosing Altima – where security and smart home innovation meet!

