Shipping and Delivery Policy

India Wins is operated by Tarazzi Enterprises. Effective 6 November 2026. This policy covers delivery inside India, dispatch, shipping fees, and cash on delivery.

1. Where we deliver

India Wins delivers to addresses in India where a logistics partner or an approved shipping arrangement can provide service. Delivery depends on the destination PIN code, the product, courier restrictions, and any eligibility check that product requires.

International delivery is not offered. An order outside India is accepted only if international shipping is expressly made available and its terms are shown before checkout.

2. Order processing and dispatch

After payment or order confirmation, the shop checks stock, the delivery details, and any defence-personnel eligibility the product requires. Customised or specially prepared products may need more time.

In-stock products are dispatched within 1–3 working days after payment, or after eligibility is confirmed where a check is required. If a piece needs longer, that is communicated before it is sent.

Orders placed on a weekend or a public holiday may start on the next working day. A dispatch estimate is not a guaranteed delivery date.

3. Delivery estimates

After dispatch, delivery inside India usually takes 3–10 working days. The time depends on the destination and the courier. Checkout or the order confirmation may show a more specific estimate for that order.

Delays can come from public holidays, weather, transport disruption, a remote destination, or an unsuccessful delivery attempt.

If the shop learns of a significant delay, it will try to tell you the updated estimate and

what can be done.

4. Shipping fees and payment

The delivery charge depends on the product, the order value, the destination, and the service available. It is shown before you confirm the order. A free-shipping offer, if one is made, will state who it applies to and what it excludes.

Cash on delivery is offered only for eligible products and serviceable PIN codes, and only when checkout shows it. The cash on delivery fee is separate from the delivery charge unless checkout says otherwise. No fee that was not shown before you confirmed the order is collected on delivery.

5. Cash on delivery charges

When the goods total ₹2,000 or less, the cash on delivery fee is ₹60. Above ₹2,000, a further ₹20 is added for each additional ₹1,000, or part of ₹1,000, of the goods total.

A ₹2,000 order is ₹60. An order from ₹2,001 to ₹3,000 is ₹80. An order from ₹3,001 to ₹4,000 is ₹100. The exact fee and the full amount to pay the rider are shown before the order is confirmed.

The cash on delivery fee is not a substitute for the delivery charge. On a cancellation, return, or refund, those charges are treated according to the reason, what was shown before the order, and the law. You are not charged for correcting a defect, damage in transit, or a wrong product sent by India Wins.

6. Multiple parcels and tracking

If items in one order need different preparation or packaging, they may be sent separately. Tracking that the courier provides is shared for each parcel that has been dispatched.

The shop does not add a second shipping fee only because it chose to split an order you already placed, unless you agree to an extra service.

7. Delivery attempts and address issues

Give a complete address and a mobile number that can be reached. The courier may call the recipient to arrange delivery. If a parcel cannot be delivered, the shop will help

decide whether a reattempt, a redirection, a reshipment, or a refund is appropriate.

If the address was wrong, or the parcel could not be accepted after repeated attempts, any reasonable extra shipping charge is explained and agreed before a paid reshipment. Undisclosed penalties are not applied.

8. Lost, damaged, or wrong parcels

If a parcel seems lost, arrives visibly damaged, or contains the wrong item, contact the shop promptly with the order number, what happened, and photographs if you have them.

The shop will take it up with the courier and offer a replacement, a return, or a refund according to what happened and your rights as a consumer. An unboxing video can help. It is not required for a genuine complaint.

9. Eligibility checks and cancellation

Some defence-related items require confirmation that the buyer is eligible to receive them. Those orders may be held while that is checked. If India Wins cannot confirm eligibility and cancels a paid order, it refunds the cancelled items and does not dispatch them.

10. Changes and assistance

Shipping methods, serviceable PIN codes, and estimated times can change as courier networks change. The terms you accepted for an order still apply, including a lawful way to resolve an unforeseen delivery problem.

For help with a delivery, use the contact below and include the order number. The Cancellation and Refund Policy covers cancellations, returns, and refunds. The Terms and Privacy Policy apply alongside this policy.

Contact and grievance redressal

India Wins is operated by Tarazzi Enterprises.

Business address: 56/4, 1st Main, 1st Floor, above Apollo Pharmacy, near Santhi Nagar Bus Depot, Sudhama Nagar, Lal Bagh, Bengaluru, Karnataka 560027, India.

Customer support and grievance email: drraopoma@gmail.com. Telephone: +91 9392814153 / +91 9736321919. Website: https://indiawins.co.in.

Designated Grievance Officer: Dr. Daggupati Rama Rao, business operator and grievance officer.

Consumer complaints are acknowledged within 48 hours of receipt and addressed within one month. The same email and phone numbers are used for support and grievances.