

policy

Shipping Policy

Effective Date: August 26, 2026

Website: www.paribhaasha.com

Owned and operated by: ParibhaAsha HeritEdge Lab Private Limited

This Shipping Policy explains how physical orders placed through Prachin Studio, ParibhaAsha's studio, are processed, dispatched, and delivered.

1. Scope

This Shipping Policy applies to physical products ordered through Prachin Studio, ParibhaAsha's studio for heritage and culture products, including souvenirs, memorabilia, postcards, stationery, educational kits, and workbooks.

It does not extend to digital products, publication access, subscriptions, patronage plans, or event registrations, none of which involve physical shipping.

2. Service Area

We currently ship within India only.

At checkout, we collect a delivery address, pincode, city, and state; city and state are looked up automatically from the pincode where possible, though customers should confirm accuracy before placing the order.

International shipping remains unavailable at present. Where this changes, this policy will be updated accordingly.

3. Order Processing Time

Orders are processed and handed to our courier partner within 2-4 business days of successful payment, excluding weekends and public holidays, unless a product page states otherwise. Orders placed immediately before a weekend or public holiday enter processing on the following business day.

Made-to-order, personalised, or limited-run items may require additional processing time, indicated on the relevant product page where applicable.

4. Delivery Timelines

Once dispatched, delivery typically takes 7-10 business days depending on the destination, courier serviceability, and operational factors.

These timelines are estimates rather than guarantees. Remote or low-serviceability pincodes may take longer.

Delays caused by weather, public holidays, courier network disruptions, customs or regulatory action, or other factors beyond our control do not, by themselves, entitle an order to cancellation or refund once

dispatched. See our Refund, Cancellation & Return Policy for how shipping delays and lost-in-transit shipments are handled.

5. Shipping Charges

Shipping and handling charges applicable to an order are calculated and shown at checkout, before payment is made.

We may run promotions offering free or discounted shipping from time to time, indicated at checkout when active.

6. Payment Method

Orders are prepaid only, through our online payment gateway. Cash on delivery remains unavailable at present.

7. Order Tracking

Once your order is dispatched, shipment and tracking details are shared over email, where available from the courier partner.

Where tracking information does not arrive within the processing window stated above, contact us with your order ID.

8. Delivery Attempts and Undelivered Orders

Our courier partners typically make more than one delivery attempt. Where delivery fails because the address was incomplete, incorrect, or unreachable, or because no one was available to receive the order, the shipment may be returned to us.

In such cases, we will contact you to arrange re-shipment, which may involve an additional shipping charge, or to process a refund of the product value in line with our Refund, Cancellation & Return Policy.

9. Address Accuracy

Customers are responsible for providing a complete and accurate delivery address, including pincode, landmark, and a reachable phone number.

ParibhaAsha bears no responsibility for delayed or failed delivery caused by an incorrect or incomplete address supplied at checkout.

10. Damaged, Missing, or Lost Shipments

Where a package arrives damaged, is missing items, or is lost in transit, contact us within 48 hours of the expected or actual delivery, with your order ID and, where applicable, photographs of the packaging and product.

Verified claims are resolved by replacement or refund, in line with our Refund, Cancellation & Return Policy.

11. Grievance Officer

Shipping-related grievances that remain unresolved through standard support may be escalated to our designated Grievance Officer, per Section 12 of the Refund, Cancellation & Return Policy.

12. Governing Law and Jurisdiction

This policy is governed by the laws of India. Disputes arising under this policy fall within the jurisdiction of the courts at Bhubaneswar, Odisha.

13. Contact

For any shipping-related query, contact us with your order ID.

ParibhaAsha HeritEdge Lab Private Limited

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