

SHIPPING & DELIVERY POLICY

WEDA.in | Effective Date: 07 October 2026

1. DELIVERY LOCATION

WEDA currently provides product delivery **only within Tamil Nadu, India**.

We do **not currently provide international shipping**.

Customers may place an order and make payment from outside India using an eligible international payment method, but the **delivery address must be located within Tamil Nadu, India**.

Important: International Payment ≠ International Delivery

Payment may be made from anywhere, subject to payment-provider eligibility and transaction approval. Delivery is currently available only within Tamil Nadu, India.

2. DELIVERY ADDRESS

Customers are responsible for providing a complete and accurate delivery address at the time of placing an order.

Please ensure the following information is correct: Recipient name; Door / house number; Street / locality; City / town / village; District; Tamil Nadu; PIN code; Contact mobile number.

WEDA will not be responsible for delays, failed deliveries or additional delivery attempts resulting from an incorrect, incomplete or unreachable delivery address.

3. ORDER PROCESSING

Orders will generally be processed after successful payment confirmation.

Processing time may vary depending on product availability, product type, order quantity, whether the product is freshly prepared, order cut-off dates, and preparation and packing requirements.

For certain traditional food, freshly prepared or seasonal products, specific preparation or dispatch timelines may be mentioned on the product page.

4. DELIVERY TIME

Estimated delivery timelines may vary depending on delivery location, product type, courier/logistics partner and other operational circumstances. The delivery timeline displayed or communicated at the time of ordering should be treated as an estimate unless expressly stated otherwise.

Delivery may take longer during festivals and peak seasons, public holidays, severe weather, transportation disruptions, high order volumes, or unforeseen operational circumstances.

5. DELIVERY PARTNERS

WEDA may use third-party courier, logistics or delivery service providers to fulfil orders.

Once an order has been handed over to the delivery partner, delivery timing may depend on the partner's network and operational conditions.

Where tracking information is available, it may be shared with the customer.

6. DELIVERY ATTEMPTS

Customers should ensure that someone is available to receive the order at the provided delivery address.

If delivery cannot be completed because the recipient is unavailable, the address is incorrect, the phone number is unreachable, or access to the delivery location is not possible, additional delivery attempts may be subject to the applicable courier or delivery partner's procedures.

7. FOOD AND PERISHABLE PRODUCTS

Some WEDA products may be freshly prepared, food-based, seasonal or perishable.

For such products: processing and delivery may follow specific schedules; orders may have a defined order closing date; delivery may be available only to selected locations; customers should receive the order promptly; products should be stored according to the instructions provided; and cancellation or return may be restricted once preparation or dispatch has commenced.

Customers should check the specific product information before placing an order.

8. DELIVERY ISSUES

If you receive a damaged package, an incorrect product, a missing product, or a product that appears to have been damaged during transportation, please contact WEDA as soon as reasonably possible with the order details and, where applicable, photographs or other supporting information.

We will review the matter in accordance with our **Returns & Exchange Policy** and **Refund Policy**.

9. INTERNATIONAL PAYMENTS

WEDA may accept eligible international payments for selected purchases. However, international payment availability does **not** mean that WEDA provides international shipping.

Example 1: Customer location: USA | Payment: International payment — ✓ | Delivery address: Chennai, Tamil Nadu — ✓

Example 2: Customer location: Singapore | Payment: International payment — ✓ | Delivery address: Coimbatore, Tamil Nadu — ✓

Example 3: Customer location: USA | Payment: International payment — ✓ | Delivery address: USA — X
International delivery not available

All orders must have a valid delivery address **within Tamil Nadu, India**.

10. NON-DELIVERABLE LOCATIONS

If an order is placed with a delivery address outside Tamil Nadu, India, WEDA may cancel the order.

Where payment has already been received, any applicable refund will be processed according to the **Refund Policy** and the applicable payment service provider's procedures.

11. DELIVERY CHARGES

Applicable delivery charges, if any, will be displayed or communicated during the ordering or checkout process.

Delivery charges may vary depending on delivery location, product type, order quantity, package size or weight, and delivery service selected.

12. CHANGES TO THIS POLICY

WEDA may update this Shipping & Delivery Policy from time to time to reflect changes in our products, delivery arrangements, service providers or applicable requirements.

Any updated policy will be published on this page with a revised **Effective Date**.

13. CONTACT US

For questions regarding shipping or delivery, please contact:

WEDA

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Phone: +91 98408 66238

Website: www.weda.in

WEDA

Self Help. | Not Charity.