

Shipping and Delivery

Welcome to medper.in ("Medper", "Website", or "we"). Medper Pvt Ltd, an Indian company with its registered office in Kolkata, West Bengal, operates this Website.

At Medper, we manage and operate medper.in and a mobile application known as Medper, where you can conveniently order Products and/or Services listed on the Website. As a user ("User" or "Users" or "you"), you can expect seamless shipping and delivery of our Products all over India. We have partnered with reliable logistics service providers to ensure that you receive your ordered Products in a timely and hassle-free manner.

By using the Website and/or purchasing Products from us, you agree to comply with this shipping and delivery policy ("Policy") and the Terms and Conditions [accessible at medper.in]. We advise you to review and understand this Policy whenever you visit the Website. If you do not agree with the terms of this Policy, we suggest refraining from using or transacting on the Website.

Shipping and Delivery Terms:

To fulfill shipping and delivery requirements, we collaborate with third-party logistic service providers ("Logistic Partners"). When you place an order, we share the details of the Logistic Partner responsible for processing and delivering your purchased Product(s). Typically, we dispatch orders within 24 - 48 (Forty-Eight – Seventy Two) hours from the time of order placement. The estimated delivery timeline will be provided to you during order confirmation.

While we strive to deliver our Products nationwide, we may have a select list of areas where delivery is not possible. In such cases, we will notify you when you attempt to place an order. Please ensure the accuracy and completeness of your shipping information to avoid any delivery issues.

Our aim is to provide a smooth delivery experience; however, delays can occur due to logistical challenges, weather conditions, political disruptions, acts of God, or other unforeseen circumstances. If any delays arise, we will make every effort to inform you.

We endeavor to engage professional and ethical delivery personnel. However, we cannot monitor each delivery executive's actions, and any issues arising between you and the delivery personnel must be resolved independently.

Upon order placement, you will receive a unique tracking identity number to monitor your delivery's status. We work closely with our Logistic Partners to keep you informed about your order's whereabouts. However, please note that discrepancies may arise due to technical issues beyond our control.

Shipping fees may apply based on various factors, and we are authorized to collect these fees on behalf of the Logistic Partner. If you require a return due to a defective or incorrect Product, we may consider refunding the shipping fee on a case-by-case basis.

Customer Support:

For any questions or concerns regarding shipping and delivery, our customer support team is here to assist you.

Contact Details:

E-mail: contact@medper.in

Contact No: +91 9748843499

Thank you for choosing Medper! We are committed to delivering a seamless shopping experience for all our customers. Feel free to reach out to us for any assistance or inquiries.