

Shipping Policy

Thank you for choosing **Mahika Foods!** We are committed to delivering our authentic, handcrafted non-veg pickles to your doorstep with the utmost care, hygiene, and freshness.

Because our products contain no artificial preservatives, they are highly perishable. To maintain our strict food-safety and quality standards, **we work toward a strict Zero Return Target.** Please read our guidelines carefully to ensure a seamless delivery.

1. Processing & Dispatch Time

- **Fresh Small-Batch Stock:** We maintain fresh, high-quality stock prepared regularly in small batches.
- **In-Stock Orders:** If the item is readily available in our fresh batch stock, your order will be dispatched on the **same day or the next business day.**
- **Fresh Batch Under Prep:** If a fresh batch is currently being prepared, dispatch may take an **additional 1 to 2 business days** to ensure you receive a perfect product.
- Orders placed on Sundays or public holidays will be processed for dispatch on the next working day.

2. Domestic Shipping (Within India Only)

- **Delivery Timeline:** Once dispatched, orders usually reach major cities within **3 to 5 business days.** For remote or tier-2/tier-3 locations, it may take **5 to 7 business days.**
- **Shipping Partners:** We partner with trusted, efficient courier networks including **Amazon Courier Service, Delhivery, Ekart, Xpressbees, DTDC, and Ecom Express** to minimize transit time.
- **Tracking:** A unique tracking link will be sent to your registered mobile number and email via SMS/WhatsApp as soon as your order leaves our kitchen. **Please monitor this link closely.**

3. Zero Return Policy: Customer Responsibility (Crucial)

Because our pickles are premium, freshly prepared food items, **returned shipments cannot be restocked, reused, or resold.** To ensure your food arrives fresh and safe, please cooperate with the following:

- **Accurate Delivery Details:** Please double-check your shipping address, landmark, pin code, and contact numbers. We cannot modify or redirect packages once they leave our facility.
- **Receiver Availability & Alternate Number:** Our courier partners will attempt delivery to your doorstep. Please ensure someone is available at the address to receive the package. **It is highly recommended to provide an alternate mobile number at checkout** to ensure the delivery agent can reach you without fail.
- **Failed Deliveries:** If a shipment is returned to us due to an incorrect address, wrong contact number, or repeated unavailability of the receiver, **the order will be canceled with no refund,** as the perishable food inside will be permanently compromised. Re-shipping will require placing a completely fresh order.

4. International & NRI Orders

- We currently accept payments and handle direct shipping **strictly within India**.
- For our **NRI customers** who wish to take Mahika Foods abroad, we will securely package your order and hand it over to **your suggested international logistics partner** or carrier within India.
- Once the package is successfully delivered to your designated local logistics partner, Mahika Foods is not responsible for international customs clearance or overseas transit.

5. Premium Leak-Proof & Spill-Proof Packaging

Pickles naturally release oils during transit. To completely prevent any leaks or spills, we use advanced multi-layered packaging technology:

- **For Jars:** We use premium, **food-graded, odourless plastic pickle jars** fitted with a secure **induction seal** to completely lock in the freshness and oil.
- **For Pouches:** We pack our pickles in a heavy-duty, **3-layer food cover pack** engineered specifically for secure food transit.
- Whether you choose pouches or jars, every item is heavily bubble-wrapped to withstand rough transit movement safely.

6. Shipping Charges

- Shipping costs are calculated at checkout based on the total weight of the package and the delivery pin code.
 - **Special Offer:** We offer **Free Shipping** across India on all orders above **₹1500**.
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