

Shipping and delivery policy

Last updated on: January 1, 2024

Thank you for choosing Eylys.com for your online shopping needs. Our commitment is to provide you with a seamless and efficient shopping experience, including reliable shipping and delivery services. Please take a moment to review our Shipping and Delivery Policy.

Shipping Destinations

We currently ship to addresses within India (except Lakshadweep, Andaman & Nicobar Island). If you are located elsewhere, please contact our customer support for assistance.

Processing Time

Orders are typically processed within 1-2 business days after payment confirmation. Please note that order processing may be delayed during peak seasons or promotional periods.

Shipping Methods and Costs

We offer free standard shipping within India (except Lakshadweep, Andaman & Nicobar Island). Express shipping mode is chargeable. Please contact our customer support for assistance.

Estimated Delivery Time

The estimated delivery time will be 2-10 working days, based on the shipping method and the destination. Please note that unforeseen circumstances, such as weather conditions, festivals or geo-political stability may impact delivery times.

Order Tracking

Once your order has been shipped, shipping confirmation containing a tracking number will be sent to the registered email or phone no. This tracking number can be used to monitor the status and location of your package.

Delivery Attempts

Our shipping partners will make multiple attempts to deliver your package. If you are unavailable during these attempts, please contact the carrier or our customer support to arrange an alternative delivery time.

Product Ownership

Ownership of product and risk of loss passes to you, upon delivery by the courier partner.

Address Accuracy

It is essential to provide accurate and complete shipping information during the checkout process. We will not be held responsible for delays or non-delivery due to incorrect addresses.

Returns Due to Non-Delivery

If a package is returned to us due to non-delivery (e.g., incorrect address, recipient unavailable), additional shipping fees may apply for reshipment.

Contact Information

If you have any questions or concerns regarding our Shipping and Delivery Policy, please contact our customer support.

Oculab Private Limited

First Floor, Plot No. 11-12,
Khokhani Estate,
Everlast Compound,
Opp. Neelkanth Indl. Estate,
Sativali, Vasai : East.
Palghar: 401208.

Customer Care Phone No.: [\(+91\) 84591 55371](tel:+918459155371)

Customer Care Email: customercare@eylys.com