

# Shipping Policy

Last Updated: June 2026

Thank you for shopping with Halo Palette.

This Shipping Policy explains how we process, ship, and deliver orders within India.

## 1. Shipping Coverage

Halo Palette currently ships only within India.

International shipping is not currently available.

## 2. Order Processing Time

Most orders are processed within:

- 1–3 business days for ready-made products
- Custom timelines for personalized illustrations

Processing times may vary during holidays, launches, or high-volume periods.

## 3. Shipping Time

Estimated delivery times:

- Kerala: 2–5 business days
- South India: 3–7 business days
- Rest of India: 4–10 business days

Delivery estimates are not guarantees and may vary depending on courier operations.

## 4. Shipping Charges

Shipping charges are displayed during checkout.

Any promotional free shipping offers will be clearly communicated on the website.

## **5. Tracking Information**

Where available, tracking details will be shared after dispatch.

Customers are responsible for monitoring shipment status using the tracking information provided.

## **6. Delivery Delays**

Delivery delays may occur due to:

- Weather conditions
- Courier disruptions
- Public holidays
- Natural disasters
- Government restrictions

Halo Palette shall not be held responsible for delays beyond its reasonable control.

## **7. Incorrect Shipping Information**

Customers are responsible for providing accurate shipping information.

Halo Palette is not responsible for:

- Failed deliveries
- Delays
- Additional shipping costs

resulting from incorrect or incomplete addresses.

## **8. Lost or Damaged Shipments**

If your package is lost or arrives damaged, please contact us within 48 hours of delivery or expected delivery.

Please include:

- Order number
- Photographs (if applicable)
- Description of the issue

We will work with the courier partner to investigate the matter.

## **9. Refused Deliveries**

If a shipment is refused by the customer, additional shipping charges incurred may be deducted from any eligible refund.

## **10. Custom Illustration Orders**

Shipping timelines for custom illustrations may vary depending on:

- Project complexity
- Revision requests
- Customer response times

Estimated completion dates will be communicated during the order process.

## **11. Contact Information**

Halo Palette

Email: [holyhuemor@gmail.com](mailto:holyhuemor@gmail.com)

For shipping-related inquiries, please contact us before initiating a courier claim.