

Shipping, Tracking & Delivery, Cancellation and Modifications, Return Policy

What is ehoroscope+'s Shipping Policy?

Horoscope / Kundali: Soft Copy will be sent to User's email address within 48 hours from the time of purchase/payment.

If Hardcopy is ordered, it will be delivered in 3-10 days from the date of purchase depending upon the location of delivery. There may be some delays due to unforeseen reasons.

Products: We at ehoroscope+ strive to deliver products purchased from us in excellent condition and in the fastest time possible. The estimated delivery time is 3-10 days from the date of purchase depending upon the location of the delivery. There may be delays due to unforeseen reasons.

To ensure that your order is delivered on-time, please make sure of the following while entering your Shipping Address and Phone Number details:

1. Provide complete address details with House Number, Floor, Street Name and Locality along with a Landmark.
2. Enter correct City, State and Zip/Postal Code details. Orders may get misrouted if these details are incorrect.
3. Kindly make sure that Phone number (preferably mobile) is correct and reachable. We may need to call you for delivery related queries.
4. In case of Cash on Delivery orders, please make sure someone is available at the shipping address to pay cash by tendering exact change. If you receive a damaged parcel, please DO NOT accept it and inform us on email id ehoroscopeplus@gmail.com and phone number mentioned in 'Contact Us' on website.

Note: We make sure that all the parcels are perfectly boxed and wrapped with security tapes when they are dispatched from our order-processing unit. However, it goes through a lot of processes at the courier company's end before reaching you. We urge you to not accept any damaged shipments, in which case it will be your responsibility if a product is missing.

If you return an order delivered to you, order shipping charges will not be refunded. However, if you self-ship your returns, we will reimburse self-shipment charges based on our Returns Policy. For accounts whose return behaviour violates our fair usage policy, a delivery charge of £2 will be levied on all orders, irrespective of order value.

Each order placed can be shipped only to a single shipping address. If you wish to ship products to different addresses, you shall place multiple orders.

*Order value is calculated after applying discounts/VAT/GST or any other applicable charges.

What is ehoroscope+'s Fair Usage Policy?

We always strive hard to provide the best experience to our customers. However, we have noticed that few accounts abuse our liberal returns policy. These accounts typically return most of the items bought or choose to not accept our shipments. Hence, our regular customers are deprived of the opportunity to buy these items. To protect the rights of our customers, we reserve the right to collect shipping charge of £2 for all orders and disable cash on delivery option for accounts which have high percentage of returns and shipments not accepted by value of orders placed.

How do I check the status of my order?

Please tap on “My Orders” section under My Account on the Website to check your order status.

How are orders placed on ehoroscope+ delivered to me?

All orders placed on ehoroscope+ are dispatched through one of our courier partners such as Delhivery, Blue Dart, Ecom Express, ShadowFax, XpressBees, Speed Post etc.

Does ehoroscope+ deliver products outside UK?

No. At this point, ehoroscope+ delivers products only within UK.

How can I get my order delivered faster?

Sorry, currently we do not have any service available to expedite the order delivery. In future, if we are offering such service and your area pin code is serviceable, you will receive a communication from our end.

Cancellation and Modifications

What is ehoroscope+'s Cancellation Policy?

Horoscope / Kundali order can't be cancelled once the order is placed. If any mistake in writing person details while data input during placing order, then correct input details of person can be informed in the same day of order placed to the email id ehoroscopeplus@gmail.com giving reference of the order id, it will be changed as informed in email, but if not informed on the same day of order placed then later any changes will not be entertained.

Products: We make every effort to fulfill all the orders placed. However, please note that there may be certain orders that we are unable to process and must cancel. The reasons include limitations on quantities available for purchase, inaccuracies or errors in product, pricing and stock information, or problems identified by our credit and fraud avoidance department.

If your order is cancelled after your credit/debit card has been charged, the said amount will be transferred to the same payment mode using which the payment was made at the time of order.

You can also cancel an order until it has not been packed in our Warehouse. Any amount paid will be credited into the same payment mode using which the payment was made at the time of order. However, you will have the option to opt for store credits which you can use to buy something else at the same time or at a later time, if store credit option available.

Can I modify the shipping address of my order after it has been placed?

Yes, you can modify the shipping address of your order before we have processed (packed) it, by writing to us at ehoroscopeplus@gmail.com.

How do I cancel my Order?

To cancel your order, you need to inform us on email id ehoroscopeplus@gmail.com. Cancellation may not be available on all products or services.

I just requested to cancel my order. When will I receive my refund?

If you had selected Cash on Delivery, there is no amount to be refunded because you haven't paid for your order. For payments made via Credit Card, Debit Card, Net Banking, or Wallet

you will receive refund into the source account within 7-10 days from the time of order cancellation.

Returns

What is ehoroscope+'s Return Policy? How does it work?

ehoroscopeplus.com provides hassle free returns on all products. We only ask that you don't use the product and preserve its original condition, tags, and packaging.

If you would like to return product in case the product reached in damaged condition or wrong item received, you can use the return option on website within specified period of time if there is return policy mentioned for the said product on our website when the order was booked. In case of any issues write us on ehoroscopeplus@gmail.com.

There are two ways to return the product to us if return option available for the said product on our website:

1. **Pick up:** In most locations, we offer a free pick up service. You will see a pickup option when you submit a return request.
2. **Self-Ship:** If we don't offer a pick up at your location, you shall have to ship the product at your end. In such cases, we will refund the shipping costs into the source account within 7-10 days, provided the product meets the return policy and you have shared scan copy of the courier receipt with us.

During Pick Up, our delivery agent may do a quality check on the return. Refund in source account will be processed after the product has been received at our warehouse and has passed a quality check. If the picked-up product does not pass the quality check, we shall ship it back to you. If you choose to exchange the item for reason of receipt of a defective item, you will be provided with a replacement of the item, free of cost. However, all exchanges are subject to stock availability and subject to your address being service able for an exchange.

In case of orders where payment has been made through cash on delivery, only store credits will be provided. No refunds can be processed in such cases.

Kindly pack the items securely to prevent any loss or damage during transit. For all self-shipped returns, we recommend you use a reliable courier service.

If you self-ship your returns, your shipping costs would be reimbursed as store credit or refund in the source account, subject to your return having met our Returns and Exchange Policy and the image of the courier receipt is shared by you and validated by us. The maximum amount for courier charges to be reimbursed is £2. For all returns the refund for returned products will only be initiated if they pass through a quality check conducted at the warehouse. If the quality check fails the product will be reshipped back to you.

No returns will be accepted in case the products are used or in non-saleable condition. All tags and labels need to be intact.

Tracking

To track your order, you can track on the courier company website using the tracking id / details given under Orders in My Account.

For any further queries, please feel free to contact us at ehoroscopeplus@gmail.com.