

Glims - Shipping & Delivery Policy

Last Updated: August 1, 2025

Thank you for shopping with Glims! We are excited to get your order to you. This policy outlines our shipping procedures and timelines to ensure you know exactly when to expect your purchase.

1. Order Processing & Dispatch Time

All orders are processed and dispatched from our warehouse within 1 to 3 business days after the order is placed.

"Business days" are Monday through Friday, excluding national and public holidays in India.

You will receive a confirmation email with tracking information as soon as your order is dispatched.

2. Shipping & Delivery Time

Once your order is dispatched, delivery can take up to 15 business days. The exact time depends on your delivery location and potential courier delays.

While we aim for the quickest delivery possible, please refer to these estimated timelines:

Metro Cities: Typically 5-7 business days.

Tier II & Tier III Cities: Typically 7-12 business days.

Remote Locations (including North-East India, Jammu & Kashmir, etc.): May take up to 15 business days.

Total Delivery Time = Order Processing Time (1-3 days) + Shipping Time (up to 15 days).

Please Note: These are estimated timelines. Delays are not common but can occur due to unforeseen circumstances like extreme weather, public holidays, or other disruptions in courier service.

3. Shipping Charges

We offer a simple and transparent shipping rate structure. The charges are calculated at checkout based on your order value and payment method.

Orders below ₹499: A flat shipping fee of ₹70 will be applied to all orders.

Prepaid Orders of ₹499 or more: We are pleased to offer FREE delivery on all prepaid orders with a total value of ₹499 and above.

Cash on Delivery (COD) Orders: The free shipping offer is not applicable to COD orders. A standard shipping fee of ₹70 will be applied to all COD orders, regardless of the total value.

4. Order Tracking

Once your order is shipped, we will send you an email and/or an SMS containing your tracking number and a link to the courier's website.

You can use this information to track your package's journey in real-time. Please allow up to 24 hours for the tracking information to become active after you receive the confirmation.

5. Our Courier Partners

We work with a network of trusted courier partners to ensure safe and reliable delivery across India, including but not limited to:

Delhivery
Blue Dart
Xpressbees
Ecom Express
India Post

6. Important Information

Address Accuracy: To ensure timely delivery, please provide a complete and accurate shipping address, including the pin code and a contact number. Glims is not responsible for delivery delays or package loss due to an incorrect address provided by the customer.

Undeliverable Packages: If a delivery attempt is unsuccessful, our courier partner will typically make 1-2 more attempts. If the package remains undeliverable, it will be returned to our warehouse. Please contact us to arrange for re-shipment, which may incur additional shipping fees.

Contact Us

If you have any questions about your order's delivery, please feel free to contact us.

Shop Name: Glims

Owner: Jaswant Chauhan

Email: 09jaswantchauhan1@gmail.com

Phone: 9250726349

Business Address: F 34 B/C Krishan Vihar

Glims - Return & Refund Policy

Last Updated: August 1, 2025

At Glims, we are committed to ensuring your satisfaction with every purchase. We stand behind the quality of our products and want you to have a great shopping experience. If you receive an item that is defective, damaged, or not what you ordered, we are here to help.

Our 7-Day Return Promise

You have a 7-day window to request a return, starting from the day your order is delivered. If 7 days have gone by since you received your purchase, unfortunately, we cannot offer you a refund or exchange.

Eligibility for a Return

To be eligible for a return, your item must meet the following criteria:

Reason for Return: The item must be:

Defective or faulty.

Damaged during shipping.

The incorrect item (e.g., wrong product, size, or color).

Condition of Item: The item must be unused, in the same condition that you received it, and in its original packaging with all original tags and labels attached.

Items Not Eligible for Return

Please note that we cannot accept returns for items that do not meet the eligibility criteria mentioned above. We do not accept returns for change of mind.

How to Initiate a Return (Step-by-Step)

Contact Us: To start a return, please contact us within the 7-day window via email at [Your Email Address Here].

Provide Details: In your email, please include the following information:

Your full name.

Your Order Number (e.g., #GL1234).

A clear description of the issue (e.g., "defective stitching," "item arrived broken").

Clear photos or a short video showing the defect, damage, or the incorrect item. This is mandatory for us to process your request quickly.

Return Approval: Our customer service team will review your request. If your return is approved, we will provide you with instructions on how to send your item back to us. For all eligible returns, Glims will coordinate and cover the cost of the return shipping.

Refunds

Once your return is received and inspected at our facility, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If your return is approved:

Your refund will be processed, and a credit will automatically be applied to your original method of payment.

Please allow for 5-10 business days for the refund to reflect in your account, depending on your card issuer's or bank's policies.

Exchanges

If you received a defective or damaged item, we are happy to exchange it for the same item, subject to availability. Please follow the return process outlined above and specify in your email that you would like an exchange.

Contact Us

For any questions related to refunds and returns, please do not hesitate to get in touch.

Shop Name: Glims

Owner: Jaswant Chauhan

Email: 09jaswantchauhan1@gmail.com

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