

## Shipping Policy

### Frequently Asked Questions

#### What are the delivery charges?

Delivery charges may vary depending on your order.

For low-value items, Pentagon System & Services applies a nominal delivery fee to offset logistics costs. The exact delivery charges for each product can be found in your order summary.

#### Why does the delivery date not match the X-Y business days timeline?

Delivery timelines are influenced by holidays observed by Pentagon System & Services or its courier partners. If there's a holiday between your order placement and delivery date, an additional day may be added to the timeline. Please note that some courier partners and Pentagon System & Services do not operate on Sundays, which is accounted for in the estimated delivery dates.

#### What is the estimated delivery time?

Pentagon System & Services typically procures and ships items within the timeframe displayed on the product page. Business days exclude Sundays and public holidays.

Estimated delivery time depends on:

- The availability of the product with Pentagon System & Services
- Your shipping destination and the location of Pentagon System & Services
- The specific courier partner handling the shipment

#### Are there hidden charges (sales tax, etc.) on purchases from Pentagon System & Services?

No, there are no hidden charges on your purchases. The price you see on the product page is final and all-inclusive. Delivery charges, if applicable, are displayed separately and transparently during checkout.

#### Why do delivery timelines vary between Pentagon System & Services locations?

Delivery timelines can differ due to the following factors:

- Product availability at a specific Pentagon System & Services location
- Your shipping destination
- Geographic distance and courier partner performance in your region

For more accurate delivery timelines, enter your pin code on the product page.

#### Why doesn't Pentagon System & Services ship to my area?

To check serviceability, enter your pin code on the product page or during checkout. Whether your area can be serviced depends on:

- Pentagon System & Services' shipping coverage in your location
- Legal restrictions on specific products
- Availability of reliable courier services in your area

In certain cases, Pentagon System & Services may choose not to ship to specific locations at its discretion.

## Shipping Policy

### Why is the Cash on Delivery (CoD) option unavailable in my location?

CoD availability depends on the ability of courier partners to handle cash payments at your location. Courier partners may impose cash limits based on your location, and your order value might exceed this limit. To check if CoD is available, enter your pin code on the product page.

### How do I return an item and arrange for pick-up?

Returning an item is simple. Contact us to initiate the return process. Once the return is registered, we will guide you through the next steps. Wherever possible, Logistics will facilitate the pick-up of your item. If a pick-up cannot be arranged, you can return the item through a third-party courier, and the return fees will be borne by Pentagon System & Services. **What should I do if I didn't receive my order but got a delivery confirmation?**

If you didn't receive your order despite receiving a delivery confirmation via SMS or email, please report the issue within 7 days from the date of confirmation. Radius will investigate and resolve the matter promptly.

### Understanding Product Availability Tags

- **In Stock:** Items marked "In Stock" are readily available and will be delivered based on your pin code (e.g., 2–3 business days or 4–6 business days). For remote areas, delivery may take 1–2 weeks via Registered Post.
- **Available:** Items are not currently in stock but can be procured upon order placement. Delivery timelines include procurement and shipping durations.
- **Preorder/forthcoming:** These items can be reserved before their official launch. Shipping begins on the release date, and delivery may take 2–6 business days.
- **Out of Stock:** The item is temporarily unavailable. Use the 'Notify Me' feature to get updates when it becomes available.
- **Imported:** Items sourced from outside India. Delivery for such products may take 10 days or more.
- **Back In Stock Soon:** Popular items that are temporarily sold out but can be pre-booked. Delivery timelines are mentioned on the product page.
- **Temporarily Unavailable:** The product is currently out of stock. Use the 'Notify Me' feature for updates.
- **Permanently Discontinued:** The product is no longer available due to discontinuation or obsolescence.
- **Out of Print:** The item is no longer published or produced and cannot be restocked.

### Does Pentagon System & Services deliver internationally?

Currently, Pentagon System & Services only delivers within India. You can make purchases using credit or debit cards issued in India and select international countries, but the shipping address must be within India.