



## SHIPPING POLICY

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**FULL LEGAL NAME:** THE NATIVE COCO COMPANY PRIVATE LIMITED

**REGISTERED ADDRESS:** 45/46 GROUND FLOOR, 2ND CROSS 8 MAIN, SLV IND ESTATE K B HALLI, PEENYA SMALL INDUSTRIES, BANGALORE NORTH, BANGALORE- 560058, KA

**EMAIL:** INFO@THENATIVECOCO.IN (USED FOR GENERAL SUPPORT; GRIEVANCE/SUPPORT EMAILS RETAINED AS PER PRIOR STRUCTURE BUT UPDATED WHERE APPROPRIATE)

**FSSAI LICENSE NO.:** 11226302000429

**GST NO.:** 29AAMCT7249PIZ7

**CIN:** U56300KA2026PTC214640 (INCORPORATED JANUARY 21, 2026, AS PER PUBLIC RECORDS FROM MCA).

**WEBSITE:** WWW.THENATIVECOCO.IN.

These remain compliant with Indian laws (CPA 2019, E-Commerce Rules 2020, FSSAI, DPDP Act 2023, DGFT export norms).

This Shipping and Delivery Policy forms part of our Terms of Use and complies with the Consumer Protection Act, 2019, Consumer Protection (E-Commerce) Rules, 2020, Food Safety and Standards Act, 2006 (FSSAI e-commerce obligations), DGFT Export-Import Policy, and relevant international trade norms.

### 1. BUSINESS INFORMATION

- Legal name: THE NATIVE COCO COMPANY PRIVATE LIMITED
- Principal geographic address: 45/46 Ground Floor, 2nd Cross 8 Main, SLV Ind Estate K B Halli, Peenya Small Industries, Bangalore North, Bangalore- 560058, Karnataka
- Grievance and Customer support: info@thenativecoco.in | sales@thenativecoco.in, available Mon-Sat, 10 AM-6 PM IST.

### 2. SCOPE: DOMESTIC (INDIA) & INTERNATIONAL (EXPORTS)

- **Domestic:** Pan-India delivery to serviceable pin codes via partnered couriers/logistics.
- **International Exports:** Available to select countries (e.g., USA, UAE, Europe, Middle East) via air/express courier (priority for perishables) or ocean freight (bulk). Subject to destination-country import regulations, customs clearance, and buyer responsibility for duties/taxes. We ship only compliant, FSSAI-certified products (exports require IEC and APEDA RCMC where applicable for processed coconut products).

### 3. SERVICEABLE AREAS & LIMITATIONS

- Domestic: All India pin codes where logistics operate; remote/hilly/islands may incur extra charges or delays.
- International: Select destinations only (check at checkout). We may decline/cancel orders to restricted countries or where compliance cannot be met. No liability for customs rejection/detention.



#### 4. ORDER PROCESSING

Processed within 24–48 business hours (Mon–Sat). Perishables (coconut water) prioritized FIFO for freshness. Export orders require additional documentation verification (e.g., health certificate, phytosanitary if required).

#### 5. DELIVERY TIMELINES (INDICATIVE; EXCLUDING CUSTOMS/FORCE MAJEURE)

- **Domestic:** Metro/Tier-1: 3–5 business days; Tier-2/urban: 5–7; Rural/remote: 7–12.
  - **International (Air/Express Courier):** USA/UAE: 3–10 days; Europe: 5–12 days (faster via express; slower via economy). Ocean: 25–45+ days (bulk only).
- Timelines exclude customs clearance, holidays, or destination restrictions.

#### 6. SHIPPING CHARGES & TRANSPARENCY

- Domestic: Free above ₹999 (or promoted); otherwise ₹99+ (remote extra; shown at checkout).
  - International: Calculated at checkout based on weight, destination, mode (air/express higher).
- Includes export handling; excludes destination duties/taxes/VAT (buyer pays). All charges displayed pre-checkout per CPA/E-Commerce Rules.

#### 7. TRACKING, PARTNERS & PERISHABLES

Tracking via SMS/email/dashboard. Partners: Domestic (e.g., Delhivery, Blue Dart); International (e.g., DHL, FedEx). Temperature-controlled packaging/cold packs used. FSSAI compliance: Delivered products retain sufficient shelf life (minimum 30–45 days where applicable) at handover. For exports, cold-chain maintained to port/airport.

#### 8. DELIVERY, FAILED ATTEMPTS & CUSTOMS

- Domestic: Up to 3 attempts; undelivered → return & refund (product value; shipping deducted if not our fault).
- International: Buyer responsible for import clearance, duties, and acceptance. We provide export documents (invoice, packing list, health certificate, COO if required). Not liable for rejection, delays, or duties

#### 9. INSPECTION & POST-DELIVERY

Inspect immediately. Report damage/spoilage (photos within 24 hours domestic; reasonable time for international) for consideration. No liability post-handover if storage ignored (refrigerate <5°C; consume by label date).

#### 10. NO GUARANTEED IMPORT CLEARANCE

We ensure Indian export compliance (FSSAI, IEC, etc.); destination rules vary. Buyer assumes risk.

#### 11. AMENDMENTS

Updates posted; continued use = acceptance.

**CONTACT:** INFO@THENATIVECOCO.IN | SALES@THENATIVECOCO.IN (ACKNOWLEDGEMENT WITHIN 48 HOURS).