Shipping policy

Where we deliver, how long it takes, what it costs, and what happens when a parcel goes wrong.

Last updated 11 September 2026

Where we ship

We ship within India only, to any pin code a courier serves. We do not ship outside India at present; an order with an address outside India cannot be placed.

Every parcel is packed and handed to the courier from Fort Kochi, Kerala. Goods are made in India; where a product comes from elsewhere, its page says so.

Dispatch and delivery times

We hand your order to the courier within 2 working days of payment. Where an item is made to order, its product page says so and gives the lead time, which is added to dispatch.

After handover, delivery usually takes 3 to 5 working days within Kerala and 5 to 8 working days elsewhere in India. These are the courier's estimates, not a promise from us: weather, strikes, holidays and remote pin codes can add days. If a parcel is more than 7 working days past its estimate, write to us and we will trace it with the courier.

Delivery charges

The delivery charge, if any, is shown at checkout before you pay, as a separate line. Where a product says delivery is included, it is included for one address in India. No other handling or conveyance charge is added.

Tracking

When the courier issues a tracking number we email it to the address on the order. Until the parcel is handed over there is no tracking number to send.

Your address

You are responsible for the delivery address and phone number you give. The courier calls that number. If a parcel comes back to us because the address was incomplete, nobody was available after the courier's attempts, or the parcel was refused, we will contact you. We can send it again for the courier's charge, or treat it as a change-of-mind return under the cancellation and refunds policy: the item price is refunded and the original delivery charge is not.

Damaged, wrong or missing on arrival

Check the parcel when it arrives. If it is damaged, or an item is missing or wrong, email us within 7 days of delivery with photographs of the parcel and its contents — the sooner the better, since the courier accepts a damage claim only for a few days. We replace the item where we can, or refund it; the choice is yours, and we bear the courier cost either way. The cancellation and refunds policy sets out the rest.

Questions

hello@catsofkochi.com · +91 97405 97878 (10:00 to 18:00 IST, Monday to Saturday).

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