

Delivery Process and Contact Information

Dear Partner,

We are pleased to provide you with details regarding the delivery process for our product HydroACE. To ensure smooth and efficient logistics, please note the following:

Delivery Timelines:

Delivery is expected within 5 – 15 **business days** from the date of order confirmation.

Terms & Conditions

- Shipping Costs:**
We have free delivery and your product is delivered at no additional cost.
- Damaged or Incorrect Products:**
If the product is damaged or incorrect upon delivery, please contact our customer support team within **48 Hours** to arrange for a return or exchange.
- Liability:**
We are not responsible for any loss or damage that occurs after the product has been delivered to the specified address.
- Customer Responsibility:**
Please ensure that all delivery details, including the shipping address and contact information, are accurate to avoid delays.

Delivery Partners:

1	SAFEXPRESS
2	DTDC
3	PORTER
4	LOCAL TRANSPORT

Tracking Information

- **SAFEXPRESS:** Tracking numbers are printed on the invoice.
- **PORTER:** Tracking numbers are printed on the invoice.
- **DTDC:** Tracking numbers are printed on the invoice.
- **LOCAL TRANSPORT:** Tracking numbers are printed on the invoice.

Please refer to your invoice for the relevant tracking details.

Regional Logistics Points of Contact (SPOCs)

For any queries or support related to delivery, you may contact our regional logistics SPOCs as per the details below:

ZONE	LOGISTICS SPOC	EMAIL ID	CONTACT
EAST	Chandan Das	chandan.das@ionexchange.co.in	7980101573
WEST	Aditya Nagda	aditya.nagda@ionexchange.co.in	7976203391
NORTH	Sunil Sharma	sunil@ionexchange.co.in	7355837727
SOUTH	Shekar M	shekar.m@ionexchange.co.in	9980595457

Assistance and Support

For further assistance or to escalate any delivery-related concerns, please feel free to reach out to your respective SPOC.

We are committed to providing you with timely updates and the best service possible.

Best regards,

Team TML