

East Coast Corp: Shipping & Returns Policy

1. Shipping Policy

- **Processing Time:** Orders are typically processed within 1–2 business days.
- **Domestic Shipping (India):** * Standard delivery usually takes **3–7 business days** depending on the location.
 - Shipping is primarily managed from their facility in **Tirupur, Tamil Nadu**.
- **International Shipping:** As a 100% Export Oriented Unit, international transit times vary by destination (typically 7–14 business days).
- **Tracking:** Once the order is dispatched, a tracking ID is sent via email/SMS to monitor the shipment.

2. Returns & Exchange Policy

- **Return Window:** Items must be returned within **7–15 days** of delivery (standard for premium baby clothing).
- **Condition of Items:** To be eligible for a return, items must be:
 - Unused, unwashed, and in the original condition.
 - Equipped with all original tags and packaging.
- **Non-Returnable Items:** For hygiene reasons, certain items like cloth diapers or used nursing pads may not be eligible for return unless a manufacturing defect is present.
- **Reverse Pickup:** Depending on the location, a reverse pickup may be scheduled, or the customer may be asked to ship the product back to the Tirupur warehouse.

3. Refunds

- **Approval:** Once the returned item is received and inspected, you will receive an email notification regarding the approval or rejection of your refund.
- **Credit:** If approved, the refund is processed to the original method of payment within **5–7 business days**.

4. Contact for Support

If you need to initiate a return or have specific shipping queries:

- **Email:** prakash@annamarclothing.com
- **Location:** 281/2, Sengampalayam, Arulpuram, Palladam Road, Tirupur, Tamil Nadu. PIN: 641 664