

Shipping & Delivery Policy

Effective Date: 01-06-2025

At *My DawaiWala* (“MDW”, “we”, “our”, or “us”), we strive to provide a reliable, fast, and transparent delivery experience to all our users across Kolkata. This Shipping and Delivery Policy outlines the terms and timelines applicable to the delivery of products and services under both our core verticals – **MDW Medicine** and **MDW Wellness**.

MDW Medicine Delivery

MDW Medicine ensures quick and secure delivery of prescription and over-the-counter medicines across Kolkata. Our logistics network is designed to deliver medicines within **20 minutes** for orders within a **3 km radius** of our operational hub. For all other serviceable areas across Kolkata, medicines will be delivered **within 2 hours** from the time of order confirmation.

Delivery availability may vary depending on the time of day, medicine availability, weather, and traffic conditions. Orders placed outside of our operational hours may be fulfilled at the earliest slot on the following business day. In rare cases of unforeseen delays due to force majeure events or disruptions beyond our control, we will proactively communicate with you via WhatsApp or phone.

Our delivery partners are trained to verify prescriptions wherever mandated by law, and may request an OTP or signature at the time of delivery to ensure safe handover of regulated medications. All medicines are dispatched from licensed and verified pharmacies to guarantee authenticity and compliance.

MDW Wellness Delivery & Fulfilment

MDW Wellness offers both **online** and **in-person** health services, including but not limited to physiotherapy, yoga training, diet consultations, and wellness checkups.

For **online wellness classes or consultations**, the session link or platform access details will be shared with you via WhatsApp or email after your appointment is confirmed. It is your responsibility to ensure a stable internet connection and suitable environment for the session.

For **at-home visits**, such as health checkups or sessions with a wellness expert (e.g., physiotherapist, yoga trainer), our experts will arrive at your registered address as per the scheduled time slot. Serviceability may be limited to select localities, and we reserve the right to reschedule in case of unavailability of the assigned personnel, weather conditions, or health safety concerns. All our visiting staff carry official MDW ID cards and follow strict hygiene protocols.

In case the customer is unavailable during the scheduled visit time, our team will attempt to contact you. If the visit cannot be completed due to user-side unavailability or inaccessibility,

a rescheduling may be required, which could be subject to additional charges based on the plan terms.

General Terms

By placing an order or scheduling a service on MDW, you agree to cooperate with our delivery personnel and wellness staff for verification, access, and timely handover or service provision. Any misuse, non-compliance, or false information may lead to denial or delay of service.

We reserve the right to revise this policy at any time, and continued use of our platform will constitute your acceptance of the updated terms. If you have specific questions or require clarifications regarding delivery timelines, serviceability, or logistics, please contact our support team at **support@mydawaiwala.com** or message us on our official WhatsApp line.