



# AGNOR ENTERPRISES

14B, Vysial Street, Coimbatore – 641001

PAN: ABXFA9252A GSTIN: 33ABXFA9252A1ZE DPIIT Recognized (Startup India): DIPP98967

AGNOR ENTERPRISES ("we" and "us") is the operator of (<https://www.purlishfoods.com>) ("Website"). By placing an order through this Website you will be agreeing to the terms below. These are provided to ensure both parties are aware of and agree upon this arrangement to mutually protect and set expectations on our service.

## 1. General

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time there may be a stock discrepancy and we will not be able to fulfill all your items at time of purchase. In this instance, we will fulfill the available products to you, and contact you about whether you would prefer to await restocking of the backordered item or if you would prefer for us to process a refund.

## 2. Shipping Costs

Shipping costs are included in the Item Price. Shipping costs are calculated based on weight, dimensions and destination of the items in the order. No additional Shipping Fee needs to be paid by the customer.

## 3. Delivery Terms

### 3.1 Transit Time Domestically

In general, domestic shipments are in transit for 3 - 7 days

### 3.2 Transit time Internationally

Generally, orders shipped internationally are in transit for 4 - 22 days. This varies greatly depending on the courier you have selected. We are able to offer a more specific estimate when you are choosing your courier at checkout.

### 3.3 Dispatch Time

Orders are usually dispatched within 1 business days of payment of order

Our warehouse operates on Monday - Friday during standard business hours, except on national holidays at which time the warehouse will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum.

### 3.4 Change Of Delivery Address

For change of delivery address requests, we are able to change the address at any time before the order has been dispatched.

### 3.5 Items Out Of Stock

If an item is out of stock, we will wait for the item to be available before dispatching your order. Existing items in the order will be reserved while we await this item.

### 3.6 Delivery Time Exceeded

If delivery time has exceeded the forecasted time, please contact us so that we can conduct an investigation.

## 4. Tracking Notifications



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Upon dispatch, customers will receive a tracking link from which they will be able to follow the progress of their shipment based on the latest updates made available by the shipping provider.

## **5. Parcels Damaged In Transit**

If you find a parcel is damaged in-transit, get in touch with our customer service. If the parcel has been delivered without you being present, please contact customer service with next steps.

## **6. Duties & Taxes**

### **6.1 GST**

GST has already been applied to the price of the goods as displayed on the website

### **6.2 Import Duties & Taxes**

Import duties and taxes for international shipments may be liable to be paid upon arrival in destination country. This varies by country, and AGNOR ENTERPRISES encourage you to be aware of these potential costs before placing an order with us.

If you refuse to pay duties and taxes upon arrival at your destination country, the goods will be returned to AGNOR ENTERPRISES at the customers expense, and the customer will receive a refund for the value of goods paid, minus the cost of the return shipping. The cost of the initial shipping will not be refunded.

## **7. Cancellations**

Since our Goods are consumable in nature, we do not support any cancellation after despatch. Please get in touch with us before despatch if you change your mind.

## **8. Customer service**

For all customer service enquiries, please email us at [fitto@purlishfoods.com](mailto:fitto@purlishfoods.com)