

Privacy Policy

We respect and humbly revere the privacy of all visitors to our Website. Under no conditions will **Aquavita RO Systems** pass your personal information to external agents, unless we are legally entitled to do so.

All personal information provided to **Aquavita RO Systems**, through its web sites or other means, is protected. Individuals will be informed at the time of collection of personal information that their personal information is being collected, the purpose for which it is being collected and that they have a right of access to that information.

In using our web site, you are agreeing to the Privacy policy of **Aquavita RO Systems**. We reserve the right to change, modify, add or remove portions of this policy at any time. Your continued use of this web site following changes to these terms means you accept such changes.

SHIPPING DURATION

How long will it take for me to get delivery?

Most orders are dispatched within 2-3 business days. Delivery time will vary based on your location. Most packages get delivered within 10-15 days.

How do I track the exact delivery status?

Once your order is shipped, you will get a mail informing you of the courier company bringing your package and the AWB no. / Docket no. The package can be tracked on the courier company's web site.

During what hours of the day can I expect delivery?

Deliveries are made during office hours 9am to 7pm.

Will I be informed of the exact time of delivery?

The couriers deliver during office hours and for more specific details you can contact the courier company directly.

DELIVERY POLICY

- Please also note that each shipment of items in an order requires an adult's signature upon delivery.
- If there is any change in delivery address, after the order has been placed the shipment shall be retained at the shipper's branch office / dealer for you to collect. You can ask for a shipper's branch location / dealer nearest to you for picking-up the shipment.

What happens if I am not at my delivery address at the time of delivery?

The courier will leave you a delivery card for you to contact them in order to re-arrange delivery.

Do I have to sign for the parcel personally, or can someone else sign for it?

People in your household can sign for the parcel but they will be asked for some proof of identification.

PARTIAL SHIPMENTS

You can buy several items on Aquavita in a single order. A particular item that is out of stock or not available at all may not be shipped to you along with other items that are available off the shelf. In such cases there will be "Partial Shipment" of your order. This means that you will receive only a part of your whole order. In such cases, you will not be charged extra shipping charges for each subsequent shipment of items.

OUT - OF - STOCK ITEMS

Any out-of-stock items in your order will automatically be shipped separately.

WARRANTIES & GUARANTEES of goods sold on Aquavita.in

Products sold on this site are covered by Manufacturer's warranty.

Warranty period and type offered are mentioned in the product description page.

REFUNDS

What happens if I am not at my delivery address at the time of delivery?

If you paid by credit card we will put a credit back on to your account.

If you paid by cheque / COD or Net Banking we will issue you a cheque.