

Bhutan Post delivers online goods ordered from www.amazon.in across the country. You just need to give our address details in the address fields as below:

- | | |
|---|--|
| Full Name: | - Customer's name (Your name), Place-current residence; and Bhutan mobile number |
| Mobile Number | - 7003808367 |
| PinCode | - 700069 |
| Flat, House no, building, Company, Apartment: | - C/o Sanjoy Das, Manager Bhutan Post |
| Area, colony, street, sector, Village: | - Dharamtala Esplanade L-20 Bhutan Post Bus Ticket Counter |
| Landmark e.g. near apollo hospital: | - Near Esplanade crossing inside L-20 bus terminal |
| Town/City: | - Kolkata |
| State: | - WEST BENGAL |
| Address type: | - Office/Commercial (10AM-5PM delivery) |

Kindly ensure that all the details required in the address fields are given exactly as per the given address. All other address remains same, except for the first field, where your name should be given, along with the place where you live and your mobile number. Not following proper instruction may lead to not picking up your package from Kolkata.

Your goods can be collected from the post office in your locality after you receive notification from our office.

We DONOT accept COD (Cash on Delivery). Please refrain from Booking COD items.

For example, if Pasang Dorji who is in Thimphu makes order, the address field shall look like the following screenshot: 17000001 is his mobile number

When finished, click the "Ship to this address" button to proceed with your order. Or you may return to your Address Book. Required fields

Full name:

Mobile number: [\(Learn more\)](#)

Pincode: [\(Learn more\)](#)

Flat, House no., Building, Company, Apartment:

Area, Colony, Street, Sector, Village:

Windows taskbar: Type here to search, 11:41 AM 8/2/2018

Landmark e.g. near apollo hospital:

Town/City:

State:

Additional Address Details [\(What's this?\)](#)
Preferences are used to plan your delivery. However, shipments can sometimes arrive early or later than planned.

Address Type:

OR

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RATES:Delivery Charges- online packages- Amazon.in

Sl No	Weight slab(Per item per Kg)	Rate (Nu)
1	Upto kg per packet	100
2	Above 1 kg upto 5 kgs per packet	150
3	Beyond 5 kgs, Nu. 10 for every additional kg or part thereof (per packet)	

Promotional rate applies throughout the country and is subject to change.

Service Charge (Card facility and processing fees): Nu. 10 per order

Returns Charge: Nu. 50 per item

Cancellation Charge (orders cancelled after one day of booking): Nu. 50 per cancellation

If the immediate order cancellation is not accepted by the seller, return charges shall apply.

Delivery Point:

Delivery shall be done till the post office in your locality. You shall collect your packages from the post office when you are notified receipt through sms.

Terms & Conditions:Return Policy:

Returns on the orders shall be accepted as follows;

1. In case of returns, it should be processed immediately after receipt of goods, to avoid delay.
2. Returns shall not be acceptable if the returnable days in the Amazon.in is less than ten days.
3. Amazon.in returnable days shall be applicable as each product has different days. Each seller has own return policy which shall be applicable.
4. Nu. 50 shall be charged per item for the return goods.
5. For certain retailers, where return pick up is not available, customers shall bear the charges from Kolkata to destination, in addition to the Nu. 50.
6. The shipping charges shall be adjusted from the refund amount. In case of replacement, the shipping charges shall be collected at the time of delivery of replacement item.
7. Customers shall abide by other terms and conditions in amazon.in such as the goods returned should be in the same package received and in original condition etc.
8. Customers shall clearly state the reasons for return and any other comments asked by the site shall be provided by customer.
9. Bhutan Post shall not be responsible for the returns not accepted by the amazon.in for whatsoever reasons. Those goods shall be returned back to customers without additional charges.

Refund Policy:

1. The amount refunded on goods from Amazon.in shall be refunded to customers through account transfers after the refund has been received from amazon.in. It may take from 2 to 3 weeks depending on the response from amazon.in.
2. Customers shall provide their BOB account numbers to our postmaster.
3. Refund is applicable only where customers have booked goods using our cards.
4. Refund amount shall depend on the amazon.in policy. Bhutan Post cannot guarantee full refund of the cost paid. Whatever amount has been refunded from Amazon.in shall be refunded to the customers. Each product has its own refund policy on amazon.in.
5. The Nu.10 service charge and delivery charge already paid to Bhutan Post is non- refundable.

Replacement of goods:

1. Replacement of goods shall be applicable where the option is available during the return process and where the customers opt for it. (For certain reasons some retailer does not provide replacement option).
2. The replacement item shall be delivered without extra delivery charge.
3. All other terms listed in Return Policy and Refund Policy are applicable.

Payment for online orders :

Bhutan Post shall not accept cash on delivery orders. Orders must be made using the card payment. Such goods if any shall not be picked up from Kolkata.

Order cancellation:

Orders can be cancelled on the same day without any charges, provided the retailer accepts cancellation. If the retailer does not accept cancellation, it shall be treated as returns and returns charges are applicable. Cancellation done after one day of the booking, shall be charged Nu. 50 per cancellation.

Bulky items:

Bhutan Post shall not deliver bulky items such as listed below;

1. Heavy machines and equipment including Television set
2. Heavy furniture
3. Individual Items deemed to weigh more than 12 kgs.
4. Bhutan Post can refuse to pick the shipment from Kolkata point, if such items are ordered by the customers.

Prohibited Items:

Customers may not order the following items:

1. Acids and harmful chemicals
2. Drugs
3. Poisons

4. Flammable substances
5. Liquids in huge quantities

If the items are found at the time of sorting and inspection, it shall be seized without any notification to the customers.

Liability Clause:

Bhutan Post shall not accept the packages at Kolkata, if the package is in torn or tempered condition.

Once Bhutan Post takes over the package from the eCommerce dealer, in case of loss in transit, we shall indemnify lost package with the value of the goods, provided customer choose our Indemnity package. For details kindly contact customer care unit at 334444.

Customs declaration:

Packages are subjected to customs inspection, as required by the customs rules of the country, and any taxes levied thereof shall be borne by the customers.

Other terms & conditions

In addition to the above terms, customers need to follow the other terms and conditions listed in amazon.in.

Disclaimer: 1. When customer books online goods from Amazon.in using our Kolkata Address, it shall be assumed that you have agreed to all the terms and conditions listed above. Bhutan Post shall not be responsible for any loss to customers due to negligence on their part to read our conditions. 2. Bhutan Post is only a delivery channel for customers and BP shall not be held accountable in any ways for the fault of the retailers in Amazon.in such as wrong items sent, defect items sent, product quality not up to satisfaction etc.