

# **Mami Bombay - E-commerce Policies**

## **Privacy Policy**

We care about your privacy! All data collected during the order process (name, phone number, address, email) is used solely for delivery purposes and, if you've opted in, to send you occasional promotional updates related to our tiramisu store. We never share your information with third parties.

For any questions, feel free to email us at: [hello@mamibombay.com](mailto:hello@mamibombay.com)

## **Shipping Policy**

We currently deliver only to the following areas in Mumbai: Bandra West, Khar West, Santacruz West, and Juhu.

- Orders must be placed at least 1 day and no more than 3 days in advance.
- Deliveries are made Monday to Friday, excluding public holidays.
- No deliveries on Saturdays and Sundays.
- Delivery time slots are between 3:00 PM and 7:00 PM.
- Specific delivery time requests cannot be accommodated.
- Delivery charges will be calculated at checkout or announced on our Instagram stories.

## **Terms & Conditions**

- All our products are handmade and made to order.
- Customers are responsible for providing a correct delivery address and being present to receive the order. A second delivery attempt will be made only if communicated in advance and subject to availability.
- Product photos on the website are for representation only; actual products may vary slightly due to their artisanal nature.

## **Cancellation & Refunds**

- Orders can be cancelled up to 48 hours before the scheduled delivery date for a full refund.
- If cancelled less than 48 hours in advance, no refund will be issued.
- If your order arrives damaged, please contact us within 2 hours of delivery with photos and details, and we will arrange a suitable solution.

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