

# Shipping and Delivery Policy

These terms form an essential part of the terms of service of **TimTim Food Industries** (hereinafter referred to as the **Company**) and are applicable only when the Company directly sells products to you through its website, **biggbites.store** (hereinafter referred to as the **Website**). By using the Website or placing an order, you agree to abide by the terms outlined in this policy. If you disagree with any part of this policy, we kindly request that you refrain from making a purchase.

## Delivery details

To ensure your order is delivered on time, please make sure to provide complete and accurate delivery details when placing your order on the Website. Mistakes or missing information can cause delays or prevent your order from being delivered. The Company is not responsible for any problems caused by incorrect or incomplete details.

## Shipping and Delivery Timeframe

Orders are typically delivered within 1-7 working days from the time the order is placed on the Website, unless affected by holidays or unforeseen circumstances. While the Company strives to meet these delivery expectations, delays may occur due to factors beyond our control, such as weather, logistical challenges, or public holidays.

## To-Pay Shipping and Delivery Fees

The receiver must pay the delivery charges at the time of delivery. These charges are determined by the logistics provider, courier service, or local delivery partners and may vary based on factors such as distance, order quantity, and other applicable conditions.

## Delivery Locations

The Company currently delivers to specific pin codes that are eligible at the time of entry on the Delivery Details page of our website. Delivery availability may change due to logistical constraints and serviceability updates.

Customers can check if their location is serviceable by entering their pin code on the Delivery Details page of our website. The list of serviceable pin codes is regularly reviewed and updated to ensure efficient delivery operations.

If a pin code becomes non-serviceable after an order is placed, customers will be notified, and alternative options, such as order cancellation, may be provided.

# Shipping and Delivery Method

The Company handles all deliveries through its own dedicated team of delivery personnel, ensuring direct shipping to your address. Additionally, the Company also partners with third-party delivery and logistics services to ensure timely and efficient deliveries.

In the event that you are unavailable to receive the order at the time of delivery, the Company reserves the right to cancel the delivery and return the order to its origin. If you wish to repurchase the same product, you will need to place a new order. We strongly recommend that you ensure availability at the delivery location to receive the order promptly.

## Delivery Delays

The Company acknowledges that delivery delays may occur due to circumstances beyond our control. By placing an order, you agree that the delivery could be delayed due to any of the following reasons:

- **Force Majeure Events:** This includes events beyond the Company's control, such as severe weather conditions, political disruptions, strikes, curfews, lockdowns, terrorism, natural disasters, or any action taken by a government or authority.
- **Delivery Challenges:** Factors such as traffic congestion, road closures, or limited delivery personnel may also contribute to delays.
- **Unforeseen Circumstances:** Unexpected events not accounted for in advance may result in delays.

In the event of such delays, the Company will make reasonable efforts to notify you through your Website account, phone number, or email. However, the Company will not be liable for any loss or inconvenience arising from delivery delays and is not obligated to offer compensation.

## Order Tracking

You can track the status of your order by visiting the "My Orders" page on the Website. While the Company strives to provide accurate tracking information, we do not guarantee its completeness or timeliness. Discrepancies in the tracking status may occur due to delays in system updates or other technical issues outside of our control.

## Customer Support

For any inquiries or concerns regarding shipping, delivery charges, or any other aspect of this policy, our customer support team is available to assist you. Please contact us through the following channels:

**Email:** [support@biggbites.store](mailto:support@biggbites.store)

**Website:** Visit [biggbites.store](https://biggbites.store), navigate to the "Account" page, and select "Support/Reach Us" for further assistance.

The Company is committed to providing a smooth shopping experience and will address any issues or concerns promptly.