SHIPPING POLICY

Last Updated: 1 September 2026

At **Motoplanet Pitstop**, we aim to process, pack and dispatch orders safely and efficiently. As many of our products are automotive accessories, oversized items, fragile components or vehicle-specific products, shipping time and charges may vary depending on the product and delivery location.

This Shipping Policy applies to orders placed through **www.motoplanetpitstop.com**.

1. ORDER PROCESSING

Orders are processed after successful order confirmation and, where applicable, successful payment verification.

Most in-stock products will normally be prepared for dispatch within **1–3 business days**.

Certain products may require additional processing time due to:

- Product size or weight;
- Special packaging requirements;
- Vehicle-specific verification;
- Stock availability;
- Product sourcing;
- Quality inspection; or
- Other operational requirements.

Sundays, public holidays and other non-working days may not be counted as business days.

2. SHIPPING LOCATIONS

Motoplanet Pitstop ships products to serviceable locations across India, subject to availability of courier and logistics services.

Delivery to certain remote or restricted locations may not be available.

If an order cannot be delivered to the customer's location, Motoplanet Pitstop may contact the customer to arrange an alternative solution or cancel and refund the affected order where appropriate.

3. SHIPPING CHARGES

Shipping charges may vary depending on:

- Product weight;
- Product dimensions;
- Delivery location;
- Courier/logistics provider;
- Packaging requirements; and

- Type of product.

Applicable shipping charges, where available, may be displayed during checkout or communicated to the customer before dispatch.

Certain oversized automotive products such as bumpers, roof carriers, side steps, body panels, ladders and other bulky accessories may require specialised surface or cargo transportation and may attract additional shipping charges.

4. ESTIMATED DELIVERY TIME

Delivery times vary depending on the destination, courier service and product.

Any delivery date or estimated delivery period provided by Motoplanet Pitstop is an estimate and should not be considered a guaranteed delivery date unless expressly confirmed otherwise.

Delivery may be affected by circumstances including:

- Courier/logistics delays;
- Weather conditions;
- Public holidays;
- Strikes;
- Transportation disruptions;
- Natural disasters;
- Remote delivery locations;
- Government restrictions;
- Incorrect/incomplete delivery information; or
- Other circumstances beyond our reasonable control.

Motoplanet Pitstop will make reasonable efforts to assist customers where a shipment experiences an unusual delay.

5. ORDER TRACKING

Where tracking information is available, it may be provided to the customer after dispatch.

Tracking information may take some time to become active after the courier or logistics provider collects the shipment.

6. CORRECT SHIPPING INFORMATION

Customers are responsible for providing complete and accurate delivery information, including:

- Recipient name;
- Complete address;
- PIN code;
- State;
- Mobile number; and
- Any relevant delivery instructions.

Motoplanet Pitstop will not be responsible for delays, failed deliveries or additional shipping costs resulting from incorrect or incomplete information supplied by the customer.

If you notice an error in your shipping information, contact us immediately before the order is dispatched.

7. DELIVERY ATTEMPTS

Courier/logistics providers may attempt to contact customers using the mobile number provided with the order.

Customers are responsible for being reasonably available to receive the shipment.

If a shipment is returned to Motoplanet Pitstop because of repeated failed delivery attempts, refusal to accept delivery, incorrect address or inability to contact the customer, additional shipping charges may apply for re-dispatch.

8. INSPECTING THE PACKAGE

Customers should inspect the external condition of the shipment when receiving it.

If the package appears severely damaged, crushed, opened, tampered with or otherwise compromised, customers should photograph/video the package before opening it.

Where reasonably possible, note visible damage with the courier/delivery representative.

9. UNBOXING VIDEO

For courier-delivered orders, customers should record a continuous unboxing video before opening the package.

The video should:

- Start while the parcel is completely sealed;
- Clearly show the shipping label;
- Show all sides of the package;
- Record the complete opening process without interruption; and
- Clearly show the product and all included components.

An unboxing video is particularly important for claims involving transit damage, missing items/components or an incorrect product.

Claims will be assessed in accordance with our Return, Replacement & Refund Policy and applicable consumer law.

10. DAMAGED PRODUCTS

If a product is received damaged, contact Motoplanet Pitstop as soon as reasonably possible and within the applicable **7-day claim period**.

Customers should provide:

- Order number;
- Photographs of the external package;
- Photographs of the damaged product;
- Unboxing video where applicable; and
- Description of the damage.

Do not install, repair, modify or otherwise alter a damaged product before contacting us.

11. MISSING OR INCORRECT PRODUCTS

If your shipment contains an incorrect product or essential components are missing, contact our customer-support team within **7 days of delivery**.

Do not install or modify an incorrect product.

12. LARGE & HEAVY AUTOMOTIVE PRODUCTS

Certain automotive products are large, heavy or unusually shaped and may be shipped through surface transport, cargo services or specialised logistics providers instead of regular courier services.

Delivery times and tracking facilities for such shipments may differ from standard courier deliveries.

Customers may also be required to collect certain oversized shipments from the nearest transporter's delivery hub where door delivery is unavailable. Where known in advance, we will endeavour to communicate this to the customer.

13. RISK DURING DELIVERY

Motoplanet Pitstop takes reasonable care when packing products for transportation.

Where a shipment is damaged or lost in transit, customers should contact us so that we can investigate the matter with the applicable courier/logistics provider and provide an appropriate resolution in accordance with our policies and applicable law.

14. CONTACT US

For shipping and delivery assistance:

Motoplanet Pitstop
Mukkada, Jawahar Road
Opp. Bajaj Service Centre
Parippally – 691574
Kollam, Kerala, India

Customer Support / Online Orders: +91 97469 74627
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