Shipping Policy

At **Next Step**, we strive to provide fast and reliable shipping for all our customers. Please review our shipping policy below for details on delivery timelines, charges, and other important information.

1. Shipping Coverage

We currently ship products across India. International shipping is not available at this time.

2. Processing Time

- Orders are processed within **1-2 business days** after payment confirmation.
- Orders placed on weekends or public holidays will be processed on the next business day.
- Custom or bulk orders may require additional processing time, which will be communicated in advance.

3. Shipping Methods & Delivery Timelines

We partner with leading courier services to ensure secure and timely deliveries. Estimated delivery timelines are as follows:

- **Standard Shipping:** 3-7 business days (depending on location)
- **Express Shipping:** 1-3 business days (available for select locations at an additional cost)
- **Local Deliveries (Pune Only):** Same-day or next-day delivery (subject to stock availability)

Delivery timelines may vary due to unforeseen circumstances such as weather conditions, strikes, or courier service delays.

4. Shipping Charges

- **Standard Shipping:** Charges vary based on location and order size.
- **Express Shipping:** Charges vary based on location and order size.
- **Local Delivery (Pune):** Charges vary based on location and order size.

5. Undelivered or Returned Shipments

- If a delivery attempt is unsuccessful due to incorrect address details or unavailability, our courier partner will attempt re-delivery.
- If an order is returned due to customer unavailability or incorrect address, re-shipping charges may apply.

7. Damaged or Lost Shipments

- If your order arrives damaged, please contact us within **24hours** of delivery with images of the package and product.
- If a shipment is lost in transit, we will initiate an investigation and provide a resolution within **7 business days**.

8. Contact Us

For any shipping-related queries, please reach out to us:

- **Phone:** +91 979720 37331
- **Email:** support@nextsteppune.com
- **Address:** 1, Naveena Apartments, Telco Bhosari Rd, Trishul Sahakari Housing Society, Yashwantnagar, Pimpri Colony, Pimpri-Chinchwad, Maharashtra 411018

We appreciate your trust in **Next Step** and strive to provide you with the best shopping experience!