

Shipping Policy

We at Carl Zeiss India (“**CZ**”), engage third party providers to fulfil our logistical needs (“**Delivery Partners**”) and to ensure that you receive your products in a timely manner. Please note that -

1. Title and risk of loss for all product/s ordered by you shall pass on to you upon CZ’s shipment to the Delivery Partners.
2. Customers are requested to provide accurate, complete and correct shipping address aided with identifiable landmark for a hassle-free delivery. In failure of the same, the delivery and its timeline might be affected. In case the delay arises due to the customer’s unavailability / incorrect or incomplete details etc. CZ will not be held liable for the same at any given point in time. Certain conditions might result in delayed deliveries e.g.: political restrictions/disruptions, logistical issues/technicalities beyond the purview of the Delivery Partners, unsuitable weather, and other unforeseen circumstances included within the common understanding of the term ‘force majeure’.
3. CZ will make the delivery on a ‘best effort’ basis after acceptance of your order. Subject to events beyond CZ’s control, the Product/s will be shipped within [7] days of acceptance of order placed.
4. CZ will communicate the dispatch details to you and will ship the Product/s to the mailing address provided by you while placing the order. If you do not receive the Product/s within a reasonable period of time, you should immediately notify CZ.
5. You have an obligation to forthwith check the Product/s for accuracy upon receipt of the same.