

Service Shop



ACCESS

to 7000+ genuine spares and accessories at competitive prices



RESOLVE

issues remotely through user manuals and do-it-yourself videos



TRACK

orders and deliveries to reduce downtime and improve productivity



Shipping and Receiving Orders – Dead on Arrival/Missing/Replacements

- [I don't see my 'ship-to' address on the portal?](#)
- [How long does it take to receive the part I ordered?](#)
- [Can I redirect my order to another address after it has been shipped?](#)
- [Do you need road permits for shipments?](#)
- [What if i am not available at time of arrival of the shipment?](#)
- [Whom should I contact for the late arrival of my shipment?](#)
- [What are the replacement procedure? If a part isn't suitable for machine or damaged how can I replace it?](#)
- [What should I do If one of my item is missing in the order?](#)

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- **I don't see my 'ship-to' address on the portal?**
We can update your ship to address for you. Please let us know by 'contact us'.
 - **How long does it take to receive the part I ordered?**
Most products are shipped within 1-2 days of order and are delivered based on standard shipping lead time, usually within 5-7 days.
 - **Can I redirect my order to another address after it has been shipped?**
Once the order has been shipped, it cannot be changed, you must raise a request of return and place the order again.
 - **Do you need road permits for shipments?**
Yes, we do need road permits.
 - **What if i am not available at time of arrival of the shipment?**
A verification call will be given on the time of arrival of shipment so we can take an action accordingly.
 - **Whom should I contact for the late arrival of my shipment?**
Please contact Customer Care Service for the enquiry. (Details mention above).
 - **What are the replacement procedure? If a part isn't suitable for machine or damaged how can I replace it?**
Contact Customer Service for the proper replacement Procedure.
 - **What should I do If one of my item is missing in the order?**
Please drop a mail or call customer care. (Details mentioned above).