



MALINENI LAKSHMAIAH

WOMEN'S ENGINEERING COLLEGE

(AUTONOMOUS)

(Accredited by "NBA" & NACC A+ Grade | Approved by AICTE, New Delhi & Permanently Affiliated to JNTUK, Kakinada)

Pulladigunta (Vil), Vatticherukuru (Md), Prathipadu Road, Guntur – 522 017 A.P.



Shipping and Exchange Policy

Malineni Lakshmaiah Women's Engineering College (MLWEC)

1. Introduction

This Shipping and Exchange Policy governs the purchase of physical and digital educational materials offered through the official website of **Malineni Lakshmaiah Women's Engineering College**. By placing an order, students, parents, or stakeholders agree to the terms stated below.

2. Shipping Policy (Physical Products)

a. Order Processing

- Orders for physical items such as textbooks, laboratory kits, college merchandise, or printed study materials are processed within **3–5 working days** after confirmation of payment.
- Orders are not processed on Sundays or institutional holidays.

b. Delivery Timeline

- Standard delivery time is **5–10 working days**, depending on the delivery location.
- Delivery timelines may vary due to courier delays, weather conditions, or unforeseen circumstances.

c. Shipping Charges

- Shipping charges, if applicable, will be clearly mentioned at the time of checkout.
- The college may offer free shipping for certain items or during special academic periods.

d. Delivery Locations

- Shipping is currently available within **India**.
- For special delivery requests, users are advised to contact the college administration before placing an order.

3. Digital Products and Online Academic Resources

- Digital materials such as e-books, PDFs, online course content, or internal academic resources are delivered electronically via the registered email ID or through the college portal.
- No physical shipment is involved.

Note: Digital products are **non-returnable and non-exchangeable** once accessed, downloaded, or shared.

4. Exchange Policy (Physical Items Only)

Exchanges are permitted only under the following conditions:

- The item received is **damaged, defective, or incorrect**
- The request is raised within **7 days** from the date of delivery
- The item is unused and in original condition with packaging intact

To request an exchange, the user must provide:

- Proof of purchase
- Photographs of the damaged or incorrect item
- A brief explanation of the issue

Once approved, a replacement will be issued without additional charges.

5. Items Not Eligible for Exchange

The following are **not eligible** for exchange:

- Digital learning materials
- Online course access or subscriptions
- Items damaged due to misuse or negligence
- Products marked as “non-exchangeable”

6. Delayed or Undelivered Orders

If an order is delayed or not delivered within the expected time:

- Users should wait an additional **3 working days**
- Then contact the college administration for support

The college will coordinate with the delivery service to resolve the issue.