

Shipping and Delivery Policy

1. General Terms

This Shipping and Delivery Policy ("Policy") outlines the procedures and timelines for the delivery of tarot readings and related services ("Services") offered by **The Divine Deck** ("we," "our," or "us") through our official website www.thedivinedeck.in or other authorized communication platforms.

By purchasing or booking a session, the client ("you" or "customer") agrees to the terms stated herein.

2. Mode of Service Delivery

All services offered by *The Divine Deck* are **digital in nature** and are delivered **online only**. We do not ship any physical goods.

Our services are conducted through the following modes:

- **WhatsApp Chat / Voice Call / Video Call**
 - **Zoom Meeting (Audio / Video Session)**
 - **Email (where applicable, for written reports or summaries)**
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3. Booking Confirmation

Upon successful payment, clients will receive a **booking confirmation** via WhatsApp or email within **24 hours**. This confirmation will include:

- Date and time of the scheduled reading
- Mode of session (WhatsApp or Zoom)
- Any additional instructions for preparation

4. Service Delivery Timeline

- Standard readings are typically delivered within **24 to 72 hours** from the time of booking confirmation, depending on the type of reading and queue volume.
 - In cases of scheduled live sessions, the reading will be delivered **at the confirmed time slot**.
 - For written or recorded readings, delivery will be made via WhatsApp or email once the session is completed.
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5. Delays and Technical Issues

While every effort is made to ensure timely delivery, unforeseen circumstances such as internet outages, technical errors, or personal emergencies may cause delays. In such cases:

- Clients will be notified promptly.
 - A revised delivery time or rescheduled session will be offered at no additional cost.
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6. Non-Delivery Due to Client Unavailability

If a client is unavailable or unresponsive at the scheduled time, the session will be considered **completed**, and no refund or reschedule will be provided as per our **Cancellation and Refund Policy**.

7. Acceptance of Policy

By completing a booking or making payment, you acknowledge that you have read, understood, and agreed to this Shipping and Delivery Policy.

8. Contact Information

For any queries related to your session delivery, please contact us:

 **Email:** [thedivinedeckbymeenakshi@gmail.com]

 **WhatsApp:** [6361551916]

 **Website:** www.thedivinedeck.in