

Shipping & Delivery Policy

Effective Date: 01/04/2025

At Dr. Vitthalrao Vikhe Patil Foundation's Medical College & Hospital, we primarily offer services including **sports training programs, coaching sessions, tournaments, workshops & Conferences**. These services are delivered **in-person at our premises or designated event venues**, or **digitally via confirmation and communication** through our website and other channels.

We do not engage in the sale of physical goods via courier or shipping, unless explicitly specified.

1. Service Delivery

- Upon **successful registration and payment** through our website or mobile app, users will receive:
 - *A confirmation email and/or SMS*
 - A unique **enrollment ID or receipt number**
 - Details regarding the event/session timing, location, and instructions
 - Delivery of services includes:
 - Admission to registered classes/events
 - Inclusion in attendance and internal scheduling
 - Issuance of identity cards, welcome kits, or merchandise (if applicable)
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2. Delivery Timeframe

- Confirmation Email/SMS: Sent within **5–15 minutes** of successful payment
 - Manual verification cases (e.g., bank transfer or delayed confirmation): **Up to 24 business hours**
 - Physical item handover: Occurs **on-site** during:
 - Orientation or induction day
 - First class or event session
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3. Physical Deliverables (If Applicable)

While our services are primarily non-tangible, certain registrations may include physical goods such as:

- Academy uniforms or jerseys
- Welcome kits (bags, bottles, notebooks, etc.)
- Printed ID cards or event badges

These will be:

- Handed over **in person** at our premises, or
 - Distributed during the **first day of participation**
 - **No courier shipping** or home delivery unless otherwise specified in a premium package
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4. Delay in Service Delivery

In rare cases, delays may occur due to:

- Technical issues with email/SMS providers
- Manual verification requirements
- Bank/payment gateway latency (e.g., UPI delay, net banking lag)
- Natural calamities or force majeure situations

We are not liable for delivery delays caused by third-party services.

5. Non-Receipt of Confirmation

If you do not receive any service confirmation within 24 hours:

- Check your spam/junk folder
 - Verify payment status with your bank/gateway
 - Contact us immediately using the details below
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6. Incomplete or Incorrect Information

We are not responsible for delivery failures due to:

- Incorrect email/mobile provided during registration
- Miscommunication resulting from incomplete user profiles
- Shared access or unauthorized registrations

Users are advised to double-check all personal and contact details before completing payment.

7. Contact Information

For any inquiries related to service delivery, confirmation, or kit handovers, please reach out to:

Dr. Vithalrao Vikhe Patil Foundation's Medical College & Hospital

Opposite to Government Milk Dairy, Vadgaon Gupta, MIDC, Ahilyanagar.

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