

SHIPPING POLICY

(For Razorpay compliance, even when nothing physical is shipped)

Shipping Policy

Kriya Mahotsav Film Festival primarily offers **digital and event-based services**, including but not limited to:

- Film submission fees
- Festival passes
- Delegate registrations
- Donations and sponsorships

Digital Delivery

All confirmations, acknowledgements, passes, invoices, and related information are delivered **electronically via email** to the email address provided at the time of payment.

- Delivery timeline: **Within 24–72 hours** of successful payment
- In some cases (manual verification, curation, or approvals), delivery may take longer. Users will be informed accordingly.

Physical Shipping

At present, **no physical goods are shipped**. If any physical merchandise is introduced in the future, this policy will be updated accordingly.

Non-Delivery

If you do not receive a confirmation email within the stipulated time:

- Please check your spam/junk folder

Contact us at kriyautsava@arohana.in with your payment reference ID