Sukon
APP

SUKON HALAL MARKETPLACE

Shipping and returns

How orders flow, your shipping duties, delivery charges, international shipping and returns.

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You choose your courier and set your delivery charge and dispatch time. Buyers get tracking by email, and Sukon handles the payment.

How an order flows

1. **Order placed** You get an email and see it in your dashboard.
2. **Confirm in 24 hours** Confirm the order, or cancel with a reason.
3. **Pack and ship** Within the dispatch time on your listing.
4. **Add tracking** Courier name and AWB number in your dashboard.
5. **Delivered** Cash collected; your payout is due in 30 days.

Your responsibilities

- Ship within the dispatch time you set (1–30 business days).
- Pack securely; Quran copies and Islamic texts must be packed cleanly and with respect.
- Include your tax invoice in the parcel.
- Never ask buyers to pay you directly for Sukon orders.
- Keep your stock status up to date to avoid cancellations.

Delivery charges

Set a delivery charge per product (₹0 for free delivery, up to ₹5,000). When a buyer orders several items from you, each parcel is yours to pack; delivery is charged once per product line.

Packed weight helps you plan courier costs; buyers see your dispatch time on each product.

International shipping

- Mark a product “India and international” to accept orders from abroad.
- Buyers pay import duties and taxes on delivery (DAP) — this is shown at checkout.
- Check the destination country’s rules for religious books, food and fragrances.
- Sellers outside India can ship within their own country and abroad.

Returns

- Your return policy is shown on every product.

- Damaged, defective, fake, not-as-described or late items can always be returned.
- Opened food, opened attar and altered clothing need not be accepted unless faulty.
- Answer buyer complaints within 48 hours; payouts are held while a report is open.

Shipping questions

Who ships the orders?

You do. Pack the order, hand it to a courier of your choice, and add the courier name and tracking number in your dashboard.

Who collects cash on delivery?

Your courier collects the cash and remits it as agreed with Sukon; Sukon pays you 30 days after delivery. Online payment is coming soon.

Can I ship internationally?

Yes, for products you mark “India and international”. The buyer pays import duties in their country (DAP). Check that the destination country allows the product.

What about returns?

Your return policy is shown on every product. Buyers can always return items that are damaged, defective, fake, not as described or delivered late; you arrange the pickup or reimburse the return postage.

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