

## SHIPPING & DELIVERY POLICY

**Effective Date: 1<sup>st</sup> May, 2026**

This Shipping & Delivery Policy (“Policy”) governs shipping, delivery, logistics coordination, cold-chain handling, dispatch timelines, failed deliveries, and related operational matters concerning the use of the Zelta platform, website, telemedicine services, subscription services, consultations, pharmacy fulfilment coordination, and related services (collectively, the “Platform” or “Services”) operated by Upsurge Labs LLP, a limited liability partnership registered under the laws of India, having its registered office at 13, 80 Feet Rd, 3rd Floor Above Aurum Fitness, Koramangala, Bangalore - 560034 (hereinafter referred to as “Zelta”, “Company”, “we”, “us”, or “our”).

By accessing or using the Platform, placing medication-related orders, enrolling in subscription plans, or receiving deliveries facilitated through the Platform, the User acknowledges that they have read, understood, and agreed to this Shipping & Delivery Policy.

### 1. NATURE OF SHIPPING SERVICES

Zelta operates as a technology-enabled healthcare facilitation and treatment-management platform.

Prescription medications facilitated through the Platform may involve:

- licensed pharmacy fulfilment;
- healthcare coordination;
- cold-chain logistics;
- temperature-sensitive products;
- and regulated pharmaceutical handling requirements.

The Platform may coordinate delivery and shipment support through:

- licensed pharmacy partners;
- authorised logistics providers;
- cold-chain delivery vendors;
- and operational service providers.

Shipping timelines, delivery availability, and logistics operations may vary depending upon:

- medical approvals;
- prescription verification;
- pharmacy processing;
- geographic location;
- weather conditions;
- regulatory requirements;
- courier availability;
- and operational feasibility.

### 2. ORDER PROCESSING

Medication orders may be processed only after:

- consultation completion;
- prescription approval where applicable;
- payment confirmation;

- pharmacy verification;
- and operational review.

The Company reserves the right to:

- delay processing;
- request additional verification;
- seek clarification;
- or refuse shipment,

where:

- regulatory concerns arise;
- prescription issues exist;
- operational limitations occur;
- or patient-safety concerns are identified.

Estimated timelines displayed on the Platform are indicative only and do not constitute guaranteed delivery commitments.

### **3. SHIPPING TIMELINES**

Dispatch and delivery timelines may vary depending upon:

- prescription verification;
- pharmacy processing timelines;
- location;
- product availability;
- cold-chain requirements;
- logistics partner schedules;
- public holidays;
- weather conditions;
- and events beyond reasonable operational control.

While the Company shall endeavour to facilitate timely deliveries, the Company does not guarantee:

- fixed dispatch timelines;
- exact delivery times;
- same-day delivery;
- or uninterrupted logistics availability.

Delays may occasionally occur due to:

- pharmacy processing delays;
- courier disruptions;
- regulatory reviews;
- public-health restrictions;
- force majeure events;
- or operational circumstances beyond reasonable control.

### **4. COLD-CHAIN & TEMPERATURE-SENSITIVE PRODUCTS**

Certain medications facilitated through the Platform may require:

- refrigeration;
- controlled-temperature storage;
- cold-chain transportation;
- and specialised pharmaceutical handling.

Users acknowledge that:

- timely delivery acceptance is essential;
- medications must be appropriately stored immediately upon delivery;
- and improper handling may compromise medication integrity.

The User agrees:

- to remain available for delivery acceptance;
- to inspect packages immediately upon receipt;
- and to store medications in accordance with provided instructions.

The Company and pharmacy partners shall not be responsible for:

- spoilage;
- compromised efficacy;
- temperature exposure;
- or reduced medication integrity

resulting from:

- delayed acceptance;
- refusal of delivery;
- incorrect delivery information;
- or improper storage after delivery.

## **5. DELIVERY RESPONSIBILITIES**

Users are responsible for:

- providing accurate delivery information;
- ensuring availability to receive deliveries;
- maintaining updated contact details;
- and cooperating with delivery personnel where necessary.

Where deliveries cannot be completed due to:

- incorrect addresses;
- repeated unavailability;
- refusal to accept delivery;
- inaccessible premises;
- or inaccurate contact details,

the Company reserves the right to:

- cancel deliveries;
- charge additional reattempt fees;
- deny replacement requests;

- or dispose of temperature-sensitive products where necessary for patient safety.

## **6. DELIVERY CONFIRMATION & INSPECTION**

Users must inspect delivered packages immediately upon receipt.

Any issues relating to:

- damaged packaging;
- visibly tampered products;
- incorrect products;
- missing items;
- or visible cold-chain compromise,

must be reported within twenty-four (24) hours of delivery along with reasonable supporting evidence, including:

- photographs;
- videos;
- delivery labels;
- or shipment documentation.

Failure to report such concerns within the prescribed timeline may affect replacement or refund eligibility.

## **7. SHIPPING CHARGES**

Shipping, handling, cold-chain logistics fees, operational charges, or delivery-related costs may apply depending upon:

- location;
- order value;
- medication type;
- subscription plan;
- and delivery requirements.

Applicable charges may be displayed during checkout or communicated prior to dispatch.

The Company reserves the right to revise shipping charges from time to time based on operational, logistics, fuel, regulatory, or commercial considerations.

## **8. FAILED DELIVERIES & RETURN SHIPMENTS**

Where deliveries fail due to user-related reasons including:

- refusal to accept delivery;
- delayed acceptance;
- repeated unavailability;
- incorrect address information;
- or inability to contact the User,

the Company and pharmacy partners shall not be liable for:

- product spoilage;
- compromised pharmaceutical integrity;
- delayed treatment;
- or replacement obligations.

Additional delivery attempts may:

- attract reattempt fees;
- require operational review;
- or become unavailable depending upon the medication involved.

For patient-safety and pharmaceutical-compliance reasons, certain temperature-sensitive medications may not be eligible for return, reuse, or re-shipment after failed delivery attempts.

## **9. FORCE MAJEURE & OPERATIONAL DISRUPTIONS**

The Company shall not be responsible for shipping delays, failed deliveries, or logistics disruptions arising from:

- natural disasters;
- weather conditions;
- governmental restrictions;
- regulatory actions;
- internet or system failures;
- courier disruptions;
- public-health emergencies;
- labour disruptions;
- transportation interruptions;
- or events beyond reasonable operational control.

In such situations, the Company may:

- delay shipments;
- reschedule deliveries;
- temporarily suspend operations;
- or modify delivery timelines.

## **10. THIRD-PARTY LOGISTICS PROVIDERS**

The Platform may coordinate deliveries through independent third-party logistics providers and pharmacy partners.

While the Company endeavours to work with reliable service providers, the Company does not independently control:

- courier operations;
- transportation networks;
- external warehousing;
- or third-party delivery personnel.

Accordingly, certain delivery timelines and logistics events may remain outside the Company's direct operational control.

## **11. LIMITATION OF LIABILITY**

To the maximum extent permissible under applicable law, and subject to non-excludable statutory rights:

- shipping timelines are indicative only;
- delivery availability may vary;
- and the Company shall not be liable for indirect, incidental, consequential, or third-party losses arising from shipping delays, courier disruptions, failed deliveries, or temperature-related issues caused beyond reasonable operational control.

Nothing contained in this Policy excludes rights that cannot lawfully be excluded under applicable law.

## **12. POLICY MODIFICATIONS**

The Company reserves the right to modify, revise, update, or amend this Shipping & Delivery Policy from time to time.

Updated versions shall become effective upon publication on the Platform unless otherwise required under applicable law.

Continued use of the Platform following publication of revised versions constitutes acknowledgment and acceptance of the updated Shipping & Delivery Policy.

## **13. USER ACKNOWLEDGMENT**

By accessing or using the Platform, the User acknowledges and agrees that:

- (a) certain medications may require specialised pharmaceutical handling and cold-chain transportation;
- (b) shipping timelines are indicative and may vary depending upon operational, pharmacy, logistics, and regulatory factors;
- (c) Users are responsible for promptly accepting deliveries and appropriately storing medications after delivery;
- (d) delayed acceptance or improper storage may compromise medication integrity;
- (e) temperature-sensitive products may not be eligible for return, reuse, replacement, or re-shipment after failed delivery attempts;
- (f) the Company may utilise third-party logistics providers and pharmacy partners for fulfilment and delivery coordination; and
- (g) the User has read, understood, and voluntarily accepted this Shipping & Delivery Policy.