

# Fasta Pizza Shipping Policy

Last Updated: 13/05/2025

At Fasta Pizza, we are committed to delivering your orders fresh, fast, and on time. Please review our shipping policy for better understanding:

## 1. Delivery Areas

- **Food Orders:** Available only within 5 kilometers near our outlets in **Chennai, Coimbatore, and Bangalore.**

## 2. Delivery Timelines

- **Fresh Pizza Orders:** Delivered within **30-45 minutes** of order confirmation, subject to location and peak hours.

## 3. Shipping Charges

### **Food Orders:**

- Free delivery for addresses within a 5 km radius of the nearest Fasta Pizza outlet.
- For distances beyond 5 km, a flat delivery charge of ₹30 will apply.

## 4. Delays & Cancellations

- Delivery may be delayed due to weather, traffic, or unforeseen operational issues. We will notify you promptly in such cases.

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- Orders once prepared/dispatched cannot be cancelled. For issues, please contact our customer support within 1 hour of delivery.

### 6. Service Guarantee Terms

- The **30-45-minutes delivery guarantee** does **not apply** on **certain high-demand holidays**, including **New Year's Eve, Ganesh Chaturthi, Durga Puja**, and similar major occasions.
- The service guarantee may be **temporarily withdrawn** in view of **difficult operating conditions**, including extreme weather, local restrictions, or technical disruptions. **Conditions apply.**
- **Bulk Orders:** Orders containing **5 or more pizzas** are treated as **bulk orders** and are **not eligible** for the standard delivery time guarantee.
- Fasta Pizza **reserves the right to withdraw** the service guarantee **at any time without prior notice.**

### 5. Customer Support

For questions or assistance, please contact us at:

**Customer Care: +91 91506 75555**

[customersupport@fastapizza.in](mailto:customersupport@fastapizza.in)

**Support Hours: 11 AM – 11 PM (All days)**