

Delivery Policy

Island Essentials Ltd

1. Order Processing

Orders are normally processed within 1–2 business days after payment confirmation. Orders received on weekends or public holidays will be processed on the next business day.

2. Delivery Areas

Island Essentials Ltd delivers to locations supported by the Yellow Markets delivery network within Mauritius. Delivery availability may vary depending on the destination.

3. Estimated Delivery Time

Standard delivery is generally completed within 2–5 business days after order processing. Delivery times are estimates and may vary due to weather, public holidays, operational delays, or other circumstances beyond our control.

4. Delivery Charges

Applicable delivery charges, if any, will be displayed to the customer before the order is confirmed.

5. Delivery Address

Customers are responsible for providing a complete and accurate delivery address and contact number. Delays caused by incorrect or incomplete information may result in additional delivery arrangements or charges.

6. Failed Delivery

If delivery cannot be completed because the recipient is unavailable or the provided information is incorrect, the courier may arrange a re-delivery or contact the customer for further instructions.

7. Damaged Packages

Customers should inspect packages upon delivery and report any visible damage to the merchant as soon as reasonably possible.

8. Contact

For delivery-related questions, customers may contact Island Essentials Ltd through the contact details provided on the Yellow Markets platform.