



Mailing Address

G-1/6 Upper Ground Floor, Sector-5,
Eldeco Estate, Panipat, Haryana 132103

1. Accepted Payment Methods

We accept payments through the following modes:

- Bank Transfer (Domestic – India)
- International Wire Transfer (SWIFT)
- Other methods as agreed on the Proforma Invoice

⚠ For security reasons, bank details are shared only through official invoices and verified communication channels.

Payment Terms

- All orders are processed **against advance payment**, unless otherwise agreed in writing.
- Standard payment terms:
 - **100% Advance Payment** against Proforma Invoice
OR
 - **50% Advance + Balance Before Dispatch** (for approved clients only)
- Production, booking, or shipment will commence **only after payment is credited** to our bank account.

3. Proforma Invoice & Confirmation

- A **Proforma Invoice (PI)** will be issued detailing:
 - Product / service description
 - Quantity
 - Pricing
 - Taxes (if applicable)
 - Bank details
- Customers must ensure payment is made **exactly as per the PI**.
- Please share the **payment confirmation / transaction receipt** for faster verification.

4. Bank Charges & Fees

- All **bank charges, wire transfer fees, intermediary charges, and currency conversion fees** are to be borne by the buyer.
- Singla Global Freight will receive the **net invoice amount** as mentioned on the PI.

5. Currency

- Domestic payments: **INR**
- International payments: **USD / EUR / other agreed currency**, as stated on the invoice
- Exchange rate fluctuations (if any) are the responsibility of the buyer.

6. Payment Confirmation & Processing

- Payments are considered received **only after funds are credited** to our account.
- International wire transfers may take **2–5 working days** depending on banking channels.
- Order processing timelines begin **after payment confirmation**.

7. Cancellations & Refunds

- Orders once confirmed and paid are **non-cancellable**, unless approved in writing.
- Any approved refund (if applicable):
 - Will be processed after deduction of applicable charges
 - Will be made to the **original payment source**
 - Processing time: **7–14 working days**

8. Taxes & Duties

- Applicable taxes, duties, GST, customs charges, or destination country levies are:
 - Either included in the invoice (if specified)
 - Or borne by the buyer as per agreed Incoterms

9. Disputes & Jurisdiction

- Any payment-related disputes shall be resolved amicably.
- In case of legal proceedings, **jurisdiction shall be [Panipat/Haryana, India]**.

10. Fraud Prevention Notice

Singla Global Freight will **never request payment** through unofficial email IDs, personal accounts, or third-party links. Customers are advised to verify all payment requests through official communication only.

11. Incoterms (International Commercial Terms)

All international shipments handled by **Singla Global Freight** are governed by **Incoterms® 2020**, as published by the International Chamber of Commerce (ICC), unless otherwise agreed in writing.

The applicable Incoterm will be clearly mentioned on the **Proforma Invoice, Commercial Invoice, or Sales Contract**.

Commonly Used Incoterms

EXW – Ex Works

- Buyer is responsible for all transportation, export clearance, insurance, and risks from the seller's premises onward.
- Seller's responsibility ends once goods are made available at the factory or warehouse.

FOB – Free On Board

- Seller is responsible until goods are loaded on board the vessel at the port of shipment.
- Buyer bears freight, insurance, and all costs from the port onward.

CIF – Cost, Insurance & Freight

- Seller covers cost, marine insurance, and freight up to the destination port.
- Risk transfers to the buyer once goods are loaded on the vessel.

CFR – Cost & Freight

- Seller pays freight to the destination port.

- Insurance is the responsibility of the buyer.

DAP – Delivered at Place

- Seller delivers goods to the agreed destination.
- Buyer is responsible for import duties, taxes, and customs clearance.

Important Notes on Incoterms

- Incoterms define **delivery responsibility, risk transfer, and cost allocation only**.
- Incoterms do **not** define ownership transfer or payment terms.
- Import duties, local taxes, and customs clearance at destination are borne by the buyer unless otherwise specified.

Custom Incoterms

If you require a specific Incoterm or logistics arrangement, please discuss it with our sales team **before order confirmation**.

Contact for Payment Support

 Email: contact@singlglobalfreight.com
 Phone / WhatsApp: +919896512521, +917015146759

All shipments are subject to Incoterms® 2020 as agreed on the Proforma Invoice.