

Q: What is your return policy?

A: You can return any item within 30 days of purchase with a valid receipt. The product must be unused and in its original packaging.

Q: Do you offer international shipping?

A: Yes, we ship to over 50 countries worldwide. Shipping costs and delivery times vary based on destination.

Q: How long does delivery take?

A: Standard delivery usually takes 3–5 business days. Expedited shipping options are available at checkout.

Q: What are your customer service hours?

A: Our customer support team is available Monday through Friday, from 9 AM to 5 PM.

Q: How can I contact customer support?

A: You can reach us via email at [support@example.com](mailto:support@example.com) or through live chat on our website.

Q: Do you offer warranties on your products?

A: Yes, most products come with a 1-year manufacturer's warranty. Please check individual product listings for details.

Q: What payment methods do you accept?

A: We accept credit/debit cards, PayPal, Google Pay, and Apple Pay.

Q: How do I track my order?

A: Once your order is shipped, you'll receive a tracking link via email.

Q: Can I change or cancel my order?

A: Yes, but only if the order hasn't been processed for shipping. Contact support as soon as possible.

Q: Do you have physical stores?

A: Currently, we operate exclusively online and do not have physical retail locations.

Q: What happens if I receive a damaged product?

A: If your item arrives damaged, contact our support team within 7 days. We'll offer a replacement or refund.

Q: Can I apply multiple discount codes at checkout?

A: No, only one discount code can be applied per order.

Q: Do you offer gift wrapping?

A: Yes, gift wrapping can be added during checkout for a small additional fee.

Q: Can I schedule delivery for a specific date?

A: At this time, scheduled delivery is not supported. All orders are shipped immediately.

Q: What if I forgot my account password?

A: Click "Forgot Password?" on the login page to reset your password via email.

Q: Is my payment information secure?

A: Yes, we use SSL encryption and partner with secure payment gateways to protect your data.

Q: Do you restock sold-out items?

A: Some popular products are restocked. You can sign up for email notifications on the product page.

Q: Can I return items bought during a sale?

A: Yes, sale items follow the same 30-day return policy unless marked "Final Sale."

Q: Are there any hidden charges at checkout?

A: No, all taxes and fees are shown before you confirm your order.

Q: How do I subscribe to your newsletter?

A: You can subscribe by entering your email at the bottom of our homepage.

Q: How do I open a new bank account?

A: You can open an account online or visit a local branch with a valid ID and address proof.

Q: What should I do if my debit card is lost?

A: Immediately block the card through our mobile app or customer care, then request a replacement.

Q: Is there a minimum balance requirement?

A: Yes, savings accounts require a minimum balance of ₹5,000 to avoid charges.

Q: Can I access my account internationally?

A: Yes, online banking is accessible globally, but ensure your mobile number is registered for OTP.

Q: What are the ATM withdrawal limits?

A: The daily ATM withdrawal limit is ₹25,000 for savings accounts.

Q: How can I track my order?

A: You can track your order using the tracking link sent to your email after the order is shipped.

Q: What payment methods do you accept?

A: We accept credit/debit cards, PayPal, UPI, and major digital wallets.

Q: What is your return policy?

A: Products can be returned within 30 days of delivery if unused and in original packaging.

Q: Can I cancel my order?

A: Yes, you can cancel an order within 12 hours of placement from your account dashboard.

Q: How do I reset my password?

A: Click on “Forgot Password” on the login page and follow the instructions.

Q: Do you ship internationally?

A: Yes, we ship to over 50 countries. Shipping costs and delivery time vary by location.

Q: When will I receive my refund?

A: Refunds are typically processed within 5–7 business days after we receive the returned item.

Q: Can I exchange an item?

A: Exchanges are allowed within 30 days of delivery. Please initiate it from your account portal.

Q: Do you offer customer support?

A: Our support team is available via live chat, email, and phone from 9 AM to 6 PM (Mon–Sat).

Q: Where can I find size guides?

A: Size guides are available on each product page below the size selector.

Q: What if I receive a damaged product?

A: Please contact customer support within 48 hours of delivery to request a replacement or refund.

Q: How do I apply a discount code?

A: You can enter your discount code at checkout before making the payment.

Q: Can I change my shipping address after placing the order?

A: You can update your shipping address within 2 hours of placing the order by contacting customer support.

Q: How do I know if an item is in stock?

A: The stock status is displayed on each product page. If it's out of stock, you can sign up for restock alerts.

Q: Do you offer gift wrapping?

A: Yes, gift wrapping is available for a small additional fee during checkout.

Q: How can I contact customer service?

A: You can reach out via email at [support@example.com](mailto:support@example.com) or call us at 1800-123-4567.

Q: What are your shipping charges?

A: Shipping is free on orders above ₹999. A standard delivery fee applies to orders below that amount.

Q: Can I place a bulk order?

A: Yes, bulk orders are eligible for special discounts. Please contact our sales team for assistance.

Q: Are my payment details secure?

A: Yes, we use SSL encryption and PCI-compliant gateways to ensure your payment details are safe.

Q: Do you offer same-day delivery?

A: Same-day delivery is available in select cities for orders placed before 12 PM.

Q: Can I buy now and pay later?

A: Yes, we offer “Buy Now, Pay Later” options through partners like Simpl and LazyPay.

Q: Do you have a mobile app?

A: Yes, our app is available for both Android and iOS platforms. Download it from your app store.

Q: How can I leave a product review?

A: You can review a product from the order history page after your purchase is delivered.

Q: What happens if my package gets lost?

A: If your package is lost in transit, we will reship the product or issue a full refund.

Q: How do I subscribe to your newsletter?

A: Enter your email at the bottom of our homepage to subscribe and get the latest deals.

Q: What should I do if I entered the wrong email while ordering?

A: Contact support immediately to update your contact details before the order ships.

Q: How long does delivery take?

A: Delivery times vary by location but typically range from 3 to 7 business days.

Q: Can I modify my order after placing it?

A: Order modifications are possible within 1 hour of placement by contacting customer support.

Q: Do you provide invoice or receipt for my orders?

A: Yes, invoices are emailed to you after the order is confirmed and can be downloaded from your account.

Q: What if I receive the wrong product?

A: Please contact customer support within 48 hours to report the issue for a replacement or refund.

Q: Are there any hidden charges?

A: No, all taxes and fees are included in the price shown at checkout.

Q: How do I check my loyalty points?

A: You can view your loyalty points in your account dashboard under the 'Rewards' section.

Q: What is your privacy policy?

A: We respect your privacy and never share your personal information with third parties without consent.

Q: How do I unsubscribe from promotional emails?

A: Click the 'unsubscribe' link at the bottom of any promotional email to opt out.

Q: Can I save items to buy later?

A: Yes, you can add products to your wishlist to purchase them later.

Q: What should I do if my payment fails?

A: Check your payment details and try again. If the issue persists, contact your bank or customer support.

Q: Are gift cards available?

A: Yes, we offer digital gift cards in various denominations available on our website.

Q: Do you provide warranty on products?

A: Warranty details vary by product and are mentioned on the product page.



Q: Can I request a price match?

A: We offer price match on select items within 7 days of purchase. Contact customer service for details.

Q: What do I do if I forgot my account password?

A: Use the 'Forgot Password' option on the login page to reset your password via email.

Q: How do I become a seller on your platform?

A: Visit the 'Sell with Us' section on our website and fill out the application form.