

Question: What is your return policy?

Answer: We offer free returns within 30 days of purchase. Items must be unused, in their original packaging, and with all tags attached. Some products (e.g., final sale, personalized, or hygiene items) may not be eligible for return.

Question: How do I start a return or exchange?

Answer: To begin a return or exchange, visit our Returns Center on the website or contact our customer service team. You'll need your order number and email address. We'll provide a prepaid shipping label and instructions.

Question: How long do returns or exchanges take to process?

Answer: Returns or exchanges are typically processed within 5–7 business days after we receive your item. Refunds will be issued to your original payment method once the return is approved.

Question: What payment methods do you accept?

Answer: We accept major credit and debit cards, UPI, PayPal, and cash on delivery (COD) for select locations.

Question: Can I pay using credit/debit card, UPI, PayPal, or cash on delivery?

Answer: Yes, you can select your preferred payment method at checkout, including credit/debit card, UPI, PayPal, or COD where available.

Question: Why was my payment declined?

Answer: Payments may be declined due to insufficient funds, incorrect details, or technical issues. Please check your payment info, try another method, or contact your bank.

Question: Is my payment information secure?

Answer: Absolutely. All payment processing is handled with industry-standard encryption and PCI-compliance for your safety.

Question: How much does shipping cost?

Answer: Shipping costs depend on your location and selected shipping method. Standard shipping is often free for orders over a certain amount; details are shown at checkout.

Question: What shipping options are available?

Answer: We offer standard, expedited, and express shipping. Available options and delivery times are displayed during checkout.

Question: How long does shipping/delivery take?

Answer: Delivery time depends on your location and the selected shipping method. Standard shipping typically takes 3–7 business days.

Question: Do you ship internationally?

Answer: Yes. International shipping is available to most countries. Additional fees or customs charges may apply.

Question: How can I track my order?

Answer: After your order ships, you'll receive a tracking link via email. You can also track your order in your account dashboard.

Question: How do I change or cancel my order?

Answer: Orders can be changed or cancelled within one hour of placing them. Contact customer service as soon as possible for assistance.

Question: I received the wrong or a damaged item—what should I do?

Answer: Please contact customer service with your order details and photos of the item. We'll arrange a replacement or refund promptly.

Question: Can I update my shipping address after placing an order?

Answer: If your order hasn't shipped yet, contact customer service to update your address. Orders already shipped cannot be redirected.

Question: How do I apply a promo code or discount?

Answer: Enter your promo code in the 'Discount Code' box at checkout, then click 'Apply' to see your savings.

Question: Do you offer gift wrapping or personalized messages?

Answer: Yes, we offer gift wrapping and can include a personalized message. Select these options at checkout.

Question: How do I find my order status?

Answer: You can view your order status in your account dashboard or via the tracking link emailed to you.

Question: Will I get a shipping confirmation email?

Answer: Yes, you'll receive an email when your order ships that includes tracking information.

Question: How do I create an account?

Answer: Click 'Sign Up' on our website and enter your info to create a new account.

Question: How do I reset my password?

Answer: Click 'Forgot Password' on the login page and follow the instructions to reset your password.

Question: How can I update my account details?

Answer: Log in to your account and visit 'Account Settings' to update your personal information, address, or payment methods.

Question: Where is my order?

Answer: Check the tracking link in your shipping email or your account dashboard for up-to-date location and delivery info.

Question: How do I return an item?

Answer: Start a return in our Returns Center, print the prepaid shipping label, and send the item back in original condition.

Question: How do I check delivery times/costs?

Answer: Delivery times and costs are shown at checkout based on your location and shipping preference.

Question: What if I never received my order?

Answer: If your order is marked as delivered but not received, contact customer service and we'll help resolve the issue.

Question: What if I have a defective item?

Answer: Share photos and your order details with customer service; we'll replace or refund your item promptly.

Question: How can I contact customer service?

Answer: You can reach us via live chat, email, or phone. Find contact links on the website footer and help page.

Question: How do I make sure I get the correct size or product?

Answer: Check product sizing charts and details before ordering, or reach out for help choosing the right product.

Question: How do I change address or payment details after ordering?

Answer: Contact service quickly before shipping to change your details. After shipping, changes may not be possible.