**Q1. How can I change my login details and credentials?**

**Ans:**To change the login details and any other account credentials, you can log in to your customer dashboard and make the desired changes. Also, in case of any more support regarding the same, you can reach out to us at support@indomarche.com.

**Q2. How can I change my payment/card details?**

**Ans:**Changing the card and the other payment details are very easy. To do the same, you need to visit your customer dashboard. If you are still confused and unable to change the details, please reach out to us at support@indomarche.com, and get all the assistance regarding them.

**Q3. How can I change my billing address?**

**And:**To change the billing address, the customers need to visit their customer dashboard and change the details from the edit option present there. If the issue persists, you can contact us at support@indomarche.com, and we will provide you every assistance happily.

**Q4. What should I do if the delivered order is damaged or missing?**

**Ans:**If any of the order that you receives is damaged or missing, you can directly contact us at support@indomarche.com as soon as possible. You can also raise a dispute for the same, and we will respond within 2 days in any case.

**Q5. How can I track my orders and payments with accurate details?**

**Ans:**In your customer dashboard, there is a section named ‘my orders’. In that section, you can check all the tracking details for the order as well as the payments.

**Q6. For how long do I generally have to wait to receive my order?**

**Ans:**The time duration between placing an order and dispatching the order varies from product to product. It takes an average of a maximum of 10 days for the orders to be dispatched.

**Q7. How does IndoMarche ship the orders?**

**Ans:**We have partnerships with the top shipping companies like Dart, DHL, FedEx, and many others. We mostly ship our orders with their help only.

**Q8. Do we ship the orders internationally?**

**Ans:**Yes, IndoMarche provides the orders and facilities to several customers across the globe. No matter where you reside, we are always there for you, and we have several shipment partnerships that help us with the same.

**Q9. What payment methods are available for ordering from IndoMarche?**

**Ans:**IndoMarche allows several payment methods. You can pay according to your comfort out of the number of options available including Credit and Debit card (of any type) payments, UPI payments exclusively for the Indian customers, and all the other online modes of payments.

**Q11. Where is the head office setup for IndoMarche?**

**Ans:**Our head office is present in New Delhi, India.

**Q12. How long does it take to get the refund money?**

**Ans:**There are some certain conditions for applying for a refund, and one of those is applying within 15 days from the delivery date. Once the refund is applied for, it takes at most 7 days for the amount to reflect in your account.

**Q13. How does the refund service work?**

**Ans:**If there are any faults in the delivered orders including the changes in the product description and appearance from the one displayed, or any other damages in the order, then you can apply for the refund within 15 days from the delivery date by issuing a dispute. We will help you to investigate and resolve your claim, being a mediator, and will finally compensate you whenever appropriate.

**Q14. What kinds of customer supports are offered by Indomarche?**

**Ans:**We have every problem’s solution for our customers, from registration processes to receiving the orders; we are always there for you. We have several support systems for the customers like, the technical support, the order-related support, the shipping support, and for any other issue, customers can reach out to us on the helpline number.

**Q16. What should I do if there is some slight change in the product’s appearance from the one displayed on the portal?**

**Ans:**due to the seasonal changes and the availability of the raw materials, there might be some slight changes in the products, and they might be some exceptional too. However, if you are not satisfied with the received order, you can raise a dispute and we will happily assist you and help you solve the issue.

**Q17. How should I cancel the order?**

**Ans:**The orders can only be canceled within 12 hours from placing the order. To cancel the order, visit your customer dashboard -> move to my orders’ section -> Cancel the order.

**Q18. Where are the products in the IndoMarche listed from?**

**Ans:**The products are manufactured and supplied by the Indian manufacturers and merchants, and also by some from across the world. IndoMarche connects you with the best merchants with the best quality products and services.

**Q19. How much shipping cost is charged by IndoMarche if any?**

**Ans:**The shipping cost is charged on the order checkout page, and it varies from product to product. Some products might have negligible to no charges, while some might charge a bit higher amount.

**Q20. Are there some coupons or gift cards provided by IndoMarche?**

**Ans:**We organize several sales events around the year, and during those periods, we issue some exclusive coupons, gift cards, and exciting discounts and deals.

**Q21.** **What type of products does IndoMarche deal with?**

**Ans:**IndoMarche is India’s top Wholesale B2B marketplace. We are connected with several manufacturers and suppliers across the nation and the products are directly listed and supplied by them. We have a wide range of products on the portal from a sewing pin to the apparels.

**Q22. Are there any taxes charged by Indomarche on the products?**

**Ans:**Yes, Indomarche charges GST on every product listed on the portal, but the tax amount varies from product to product.

**Q23. How shall I report and complain about any discrepancies?**

**Ans:**We follow 3 layers of communication for resolving any discrepancy and assist in the best possible way. The customers have the facility to directly message the merchants and discuss the issue with them. You can also raise a dispute, and there we will hop in to solve your problem. And, if there are any other issues or assistance that you would like to seek, then please reach out to us through our customer support helpline.

**Q24. Does Indomarche accept the payments in different currencies coming from other countries across the globe?**

**Ans:**Yes, we accept all the currencies and international payments.

**Q25. How are the categorizations done for the products?**

**Ans:**The products available on the portal are categorized into several groups, categories, and sub-categories too. This is to ease the searching for the customers.

**Q26. How does communication at IndoMarche take place?**

**Ans:**Communication at IndoMarche is highly transparent, and the most easier, that one might ever experience! Customers of Indomarche can directly communicate with the merchants through the messaging frame available in the customer dashboard. Also, the customers can anytime reach out to us by customer support helpline numbers or Emails.

**Q27. Which payment gateway is used by IndoMarche?**

**Ans:**The most secured and top payment gateways are used by Indomarche to maintain the customer’s privacy and security. We use Paypal and Stripe for all our transactions.

**Q28. How many orders can be placed at ones?**

**Ans:**There is no maximum limit to place the orders. You can place as many orders as you want in a single time, and all the invoices are generated and the costs are added at the checkout page.

**Q29. How can I check the product description?**

**Ans:**We, at Indomarche, aim at providing the best and clear descriptions with every minute detail to make the content easily understood by the customers. Every product has two types of descriptions, one by Indomarche, and one by the customers themselves, and this makes them easier and clearer with all the facts included.

**Q30.** **How to check the product reviews and how to add the reviews?**

**Ans:**On the product listing, below the description, the user reviews are listed for the product, and the customers can check them there. Also, they can add the reviews after the order is placed to provide the other users a better understanding based on the experiences.

**Q31. How secures is IndoMarche?**

**Ans:**IndoMarche uses a highly secure payment gateway as well as the framework to operate on. We respect the privacy and safety of the customer’s data, and the systems we opt for are widely known to help with the same. You can check our privacy policies too for a better understanding of our working and security maintenance.

**Q32. What should I do if my money is deducted and the order is received, and the refund is also not initiated?**

**Ans:**If you ever face such an issue, please reach out to us directly at [support@indomarche.com](mailto:support@indomarche.com) or contact us at our customer support helpline. We are always there for our customers and will happily assist you through any issue.

**Q33. Are there any warranties or guarantees for the products, and where shall I check them?**

**Ans:**The warranty and the guarantee vary from product to product and manufacturer to manufacturer. To check the warranty/guarantee, please visit the product description page as everything will be mentioned there. To have any further clarifications or discussions, freely contact the merchants, and they will be pleased to help you.

**Q34. Who takes care of the refunds and the recovery items?**

**Ans:**We are always there for our customers, and you do not need to worry about anything. You can directly raise a refund request, and you can also raise any dispute if in need of more refund-related assistance. We will respond within 2 days and will surely come up with a solution for your issue.

**Q35. How will I be notified of any additional charges that will be applied to the products?**

**Ans:**We do not charge any other additional or hidden fee/charge. Every charge that is applied on the product is listed on the order cart and checkout page, but in case of the international orders, some custom duty charges might be there that are out of our reach. These custom duty charges are to be paid by the customers, however, if there is any dispute regarding the same, we are happy to assist you with that too. You can easily raise a dispute for any issue and our customer support service will reach out to you.