Frequently Asked Questions (FAQ)
Company Name: Flipkart

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1. What are your shipment times?

Our standard shipment times are:

- **Domestic Orders**: 3–5 business days.
- **International Orders**: 7–14 business days.

Expedited shipping options are available at checkout. Delivery timelines may vary depending on the shipping address and courier service availability.

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2. How can I track my order?

Once your order is shipped, you will receive a tracking link via email.

- Use this link to monitor your shipment in real-time.
- You can also track your order from the "My Orders" section of your Flipkart account.

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3. Can I change my order after placing it?

To modify your order:

- Contact our Customer Support Team within **24 hours** of placing the order.
- Changes may not be possible if the order has already been processed or shipped.

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4. What is your return policy?

We accept returns within **30 days** of purchase under the following conditions:

- The item must be in its original condition, with tags and packaging intact.

For more details and instructions on initiating a return, visit the **"Returns and Refunds"** section on our website.

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5. How do I place an order?

To place an order on Flipkart:

1. Browse and select items to add to your cart.
2. Proceed to checkout.
3. Follow the on-screen instructions to enter your shipping and payment details.

Once confirmed, you will receive an email confirmation of your order.

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6. Do you offer discounts for bulk purchases?

Yes, we provide special discounts for bulk purchases.

- For more details, please contact our **Sales Team** at sales@flipkart.com.

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7. What payment methods do you accept?

We accept the following payment methods:

- Major credit and debit cards (Visa, MasterCard, American Express).
- UPI and Net Banking.
- Digital wallets (e.g., Paytm, PhonePe).
- Cash on Delivery (COD) for eligible locations.

A full list of options will be displayed during checkout.

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8. How can I contact customer support?

Our Customer Support Team is available:

- **Email**: support@flipkart.com
- **Helpline**: 1-800-123-4567 (Monday to Friday, 9 AM–5 PM IST).
- **Live Chat**: Available 24/7 on our website and mobile app.

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9. What should I do if I receive a damaged product?

If you receive a damaged or defective product:

1. Contact Customer Support immediately with your order ID and photos of the damaged item.
2. We will assist you in arranging a replacement or a full refund.

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10. Do you offer gift wrapping services?

Yes, gift wrapping services are available for select items at checkout.

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11. Is there a loyalty or rewards program?

Yes, Flipkart offers a loyalty program called **Flipkart Plus**.

- Earn points on every purchase.
- Redeem points for exclusive discounts and rewards.

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12. How can I cancel my order?

To cancel your order:

1. Go to the "My Orders" section in your Flipkart account.
2. Select the order and click "Cancel."
3. Follow the prompts to confirm your cancellation.

Cancellation is only available before the order is shipped.

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13. Do you offer EMI options?

Yes, we provide EMI options for eligible customers using:

- Credit cards from leading banks.
- Debit card EMI (for select banks).

EMI options will be displayed during checkout.

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14. Are there additional shipping charges?

Shipping charges depend on:

- Your location.
- The total value of your order.

Orders exceeding a specific amount may qualify for free shipping. Details will be displayed at checkout.

For more information, please visit our website at **www.flipkart.com**.