

COMPANY CUSTOMER SUPPORT - FAQ DOCUMENT

1. What is the refund policy?

Refunds are processed within 5-7 business days to the original payment method after approval.

2. How long does delivery take?

Standard delivery time is 3-4 business days depending on your location. Remote areas may take longer.

3. How can I cancel my order?

Orders can be cancelled within 12 hours after placing them. Visit the My Orders section and click Cancel Order.

4. Do you deliver internationally?

Yes, we provide international shipping to selected countries. Shipping charges vary by region.

5. How do I return a product?

To initiate a return, go to My Orders and choose Request Return. Our team will arrange pickup within 48 hours.

6. What payment methods are accepted?

We accept credit cards, debit cards, UPI, net banking, and wallets like PayTM, PhonePe, and Google Pay.

7. How do I change my account email?

Go to Account Settings > Edit Email. Enter new email and confirm using the OTP sent to your phone.

8. I received a damaged item. What should I do?

We are sorry! Please upload an image and description via the Support section. A replacement will be provided.

9. How can I contact customer support?

Send an email to support@company.com or call +91 9876543210. Support hours are 9 AM – 6 PM Monday to Saturday.

10. Is COD available?

Yes, Cash on Delivery is available for orders below ₹5,000.