

## **Frequently Asked Questions(FAQ)**

### **How do you order a product?**

You can directly order from our website. If you have any queries, get in touch with us via Facebook Messenger / Instagram direct or WhatsApp and our customer agents are available 24/7 ready to help you.

### **How do you ensure product quality?**

Only internationally standard products are sourced by us and we do a thorough quality check.

In case of any product quality issue or any incorrect item was sent to you please inform us on the same channel the order was place.

i.e: FB messenger / Instagram / WhatsApp or contact one of our service advisers on +94701940481 on the same day of delivery and please send us images of the product received and we will send a replacement.

### **How fast will I receive my order?**

Delivery will take place via courier within 2-4 working days. The courier company will contact you on the contact numbers provided to us when placing the order prior to delivery to ensure you're available at the given address, please make sure to give us correct contact numbers and to answer when courier company calls to avoid delays.

### **What payment types do you accept?**

We accept cash, credit cards & bank transfer

### **How do I cancel my order?**

Order cannot be cancelled after confirmed, therefore please proceed with checkout only if you're sure of the purchase.

### **How do I return my order?**

If you wish to exchange it needs to be informed to us on the same day the item was delivered. Item needs to send to us via post, upon receiving we shall examine the products and dispatch the new item. Courier charges to be borne by the customer.