

Q: What is the lead time for product delivery?

A: Delivery typically takes 5-7 business days depending on product availability and shipping location.

Q: Can I customize a product before ordering?

A: Yes, we offer customization options for select products. Please check the product page or contact customer support.

Q: How can I track my order?

A: After your order is shipped, you will receive a tracking number via email. You can use it to track your package on our shipping partner's website.

Q: What is your return policy?

A: We accept returns within 30 days of delivery. The product must be unused and in original packaging.

Q: Do you offer bulk purchase discounts?

A: Yes, we offer discounts for bulk or wholesale orders. Please contact our sales team for a quote.

Q: What warranty do you offer on your products?

A: Most of our products come with a one-year manufacturer's warranty. Please refer to the warranty details on the product page.

Q: Can I get a replacement if my product arrives damaged?

A: Yes, if your product arrives damaged, please contact us within 7 days with photos, and we'll arrange a replacement.

Q: Do you ship internationally?

A: Yes, we ship to most countries. International shipping charges and delivery times vary by location.

Q: Where are your products manufactured?

A: Our products are manufactured at our certified facility following strict quality control standards.

Q: Can I change or cancel my order after placing it?

A: You can modify or cancel your order within 12 hours of placing it. Contact our customer service for assistance.

Q: How can I contact customer support?

A: You can reach our customer support via phone, email, or live chat on our website.

Q: Are your products eco-friendly?

A: Many of our products are made with sustainable materials. Please check the product description for eco-certification details.

Q: Do you provide installation services?

A: For certain product categories, we offer installation services at an additional cost. Please inquire while placing your order.