

Frequently Asked Questions (FAQ)

1. What are your shipment times?

Our standard shipment times are 3-5 business days for domestic orders and 7-14 business days for international orders. Expedited shipping options are also available at checkout.

2. How can I track my order?

You will receive a tracking link via email once your order has been shipped. You can use this link to track the status of your shipment in real-time.

3. Can I change my order after placing it?

If you need to make changes to your order, please contact our customer support team within 24 hours of placing your order. Changes may not be possible if the order has already been processed.

4. What is your return policy?

We accept returns within 30 days of purchase for items in their original condition. Please visit our website for more details on how to initiate a return.

5. How do I place an order?

You can place an order directly on our website by adding items to your cart and proceeding to checkout. Follow the on-screen instructions to complete your purchase.

6. Do you offer discounts for bulk purchases?

Yes, we offer discounts for bulk purchases. Please contact our sales team for more information and pricing options.

7. What payment methods do you accept?

We accept major credit cards, PayPal, and other secure payment options. The full list of payment methods will be displayed during checkout.

8. How can I contact customer support?

You can contact our customer support team via email at support@mycompany.net or by calling our helpline at 1-888-765-4321 . Our team is available Monday to Friday, 9 AM to 5 PM (local time).