

# 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 **Visa**, **MasterCard**, 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@yourcompany.com](mailto:support@yourcompany.com) or by calling our helpline at [REDACTED]. Our team is available Monday to Friday, [REDACTED] (local time).