

FAQs

Shipping & Delivery

1. **How long does standard shipping take?**
Standard domestic shipping takes 3–5 business days.
 2. **Do you offer express or same-day delivery?**
Yes, express shipping delivers within 1–2 business days for an additional fee.
 3. **Do you ship internationally?**
Yes, we ship to over 50 countries. International shipping usually takes 7–14 business days.
 4. **How can I track my order?**
Once your order is shipped, you will receive a tracking number via email that you can use on our “Track My Order” page.
 5. **Can I change my shipping address after placing an order?**
Yes, within 12 hours of placing the order. After that, it cannot be changed.
 6. **What happens if my order is delayed?**
We will notify you by email if delays occur due to courier issues, customs, or weather.
 7. **Do you offer free shipping?**
Yes, free standard shipping is available for orders above \$100.
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Returns & Refunds

8. **What is your return policy?**
Items can be returned within 30 days of delivery, provided they are unused and in original packaging.
9. **How do I start a return request?**
Log in to your account, go to “My Orders,” and click on “Request Return.”
10. **Do I have to pay for return shipping?**
Return shipping is free for defective or wrong items. For other cases, the customer covers shipping.
11. **How long does it take to process a refund?**
Refunds are processed within 5–7 business days after receiving and inspecting the returned item.

12. Can I exchange a product instead of returning it?

Yes, exchanges are available for the same item if the product is defective or damaged.

13. Which items are non-returnable?

Gift cards, digital products, and opened software are non-returnable.

14. I received the wrong product, what should I do?

Contact customer support within 7 days. We will arrange a free replacement or refund.

Product Warranties

15. Do your electronics come with a warranty?

Yes, all electronics include a 1-year manufacturer warranty.

16. What does the warranty cover?

The warranty covers manufacturing defects and hardware failures, but not accidental damage or misuse.

17. How do I claim a warranty repair or replacement?

Contact customer support with your order number and product details. We'll guide you through the process.

18. Do I need to keep the receipt for warranty claims?

Yes, proof of purchase (order number or receipt) is required for all warranty claims.

19. Can I extend my product warranty?

Yes, extended warranties are available for purchase during checkout or within 30 days of purchase.

20. Is accidental damage covered under warranty?

No, accidental damage (drops, water damage, etc.) is not covered under the standard warranty, but may be covered if you purchased extended protection.