

■ Orders & Delivery

Q: How can I track my order?

A: You can track your order in the 'My Orders' section of your account. Click on the specific order to see live tracking updates.

Q: My order is delayed, what should I do?

A: Please check the tracking details first. If your order is delayed beyond the expected date, contact customer support for assistance.

Q: Can I change my delivery address after placing an order?

A: Yes, you can change your delivery address before the item is shipped. Go to 'My Orders' → 'Edit Address'.

Q: Can I schedule delivery for a specific time?

A: Currently, scheduled delivery is available in selected cities only. You can choose the delivery slot during checkout if eligible.

■ Returns, Refunds & Cancellations

Q: How do I return a product?

A: Go to 'My Orders', select the item you want to return, and click 'Return Item'. Follow the instructions to schedule pickup.

Q: What is the return window?

A: Most items are eligible for return within 7–10 days of delivery. Some products like electronics or personal care items may have different return policies.

Q: How long does it take to get a refund?

A: Refunds are usually processed within 5–7 business days after the returned item passes quality checks.

Q: My refund hasn't been credited yet, what should I do?

A: Please allow up to 7 business days. If it still hasn't reflected, contact customer support with your order ID.

Q: Can I cancel my order?

A: Orders can be cancelled before they are shipped. Once shipped, you can initiate a return after delivery.

■ Payments & Pricing

Q: What payment methods are accepted?

A: We accept Credit/Debit Cards, UPI, Net Banking, Wallets, and Cash on Delivery (COD) in select areas.

Q: Is Cash on Delivery available?

A: Yes, COD is available for orders below ■10,000 in select regions.

Q: Why was my payment declined?

A: Payment may fail due to insufficient balance, incorrect details, or bank issues. Try another method or contact your bank.

Q: How do I use coupons or promo codes?

A: Enter your promo code during checkout in the 'Apply Coupon' field. The discount will reflect in your order total.

Q: Do you offer EMI options?

A: Yes, EMI options are available on select credit cards for orders above ₹5,000.

■ Account & Profile

Q: How do I create an account?

A: Click 'Sign Up' on the homepage, enter your email/phone number, and set a password to create your account.

Q: I forgot my password. How do I reset it?

A: Click 'Forgot Password' on the login page and follow the instructions sent to your registered email/phone.

Q: How do I change my email ID or phone number?

A: Go to 'My Account' → 'Profile Settings' and update your details.

Q: Can I save multiple delivery addresses?

A: Yes, you can add and manage multiple addresses under 'My Account' → 'Address Book'.

■ Products & Inventory

Q: Are the products genuine?

A: Yes, all products are verified by our sellers and undergo strict quality checks.

Q: Do electronics come with a warranty?

A: Yes, electronics include a manufacturer's warranty. Details are mentioned on the product page.

Q: What if the product is out of stock?

A: You can click 'Notify Me' on the product page, and we'll alert you when it's back in stock.

Q: How do I know my clothing size?

A: Each product has a size chart available under the 'Size Guide' section.

■ Seller & Marketplace

Q: How can I register as a seller?

A: Go to the 'Sell with Us' section on the website, fill out the registration form, and submit the required documents.

Q: What are the commission fees for sellers?

A: Commission varies by category, typically between 5%–15%.

Q: How do I withdraw my earnings as a seller?

A: Seller payments are transferred directly to your registered bank account on a weekly basis.

■ Shipping & International Orders

Q: Do you deliver to rural areas?

A: Yes, we deliver to most pin codes in India. Delivery times may vary for remote areas.

Q: Do you ship internationally?

A: International shipping is currently limited to selected countries. Charges may apply.

Q: What are the shipping charges?

A: Orders above ■499 qualify for free shipping. Below that, a nominal delivery fee applies.

Q: Do you offer same-day or one-day delivery?

A: Yes, express delivery is available in select cities for eligible products.

■ Offers, Discounts & Rewards

Q: How do I check current offers and deals?

A: You can view current offers on the homepage or under the 'Deals' section.

Q: Can I combine multiple coupons?

A: Only one coupon can be applied per order unless stated otherwise.

Q: Do you offer student discounts?

A: Yes, student discounts are available on select categories. Verification is required.

Q: How does the rewards program work?

A: You earn points on every purchase. These can be redeemed for discounts on future orders.

■ Wishlist & Cart

Q: How do I add/remove products from my wishlist?

A: Click the heart icon on the product page to add or remove it from your wishlist.

Q: Can I share my wishlist?

A: Yes, you can share your wishlist via email or social media from the wishlist page.

Q: Do items in my cart get reserved automatically?

A: No, items in your cart are not reserved until you complete payment.

■ Security & Safety

Q: How secure are my payment details?

A: All transactions are encrypted with bank-level security.

Q: What should I do if I suspect unauthorized access?

A: Change your password immediately and contact support to secure your account.

Q: How do I enable two-factor authentication?

A: Go to 'Account Settings' → 'Security' and enable two-factor authentication.

■ Mobile App Support

Q: Do you have a mobile app?

A: Yes, our mobile app is available on Android and iOS.

Q: How do I enable notifications for offers and updates?

A: Go to app settings → notifications → enable alerts for offers and order tracking.

Q: Can I shop offline in the app?

A: Offline browsing is supported for saved products, but checkout requires an internet connection.

■ Personalization & Recommendations

Q: How are product recommendations generated?

A: Recommendations are based on your browsing history, purchases, and preferences.

Q: Can I disable personalized ads?

A: Yes, you can disable personalized recommendations in 'Privacy Settings'.

Q: How do I improve recommendations?

A: Engage with the platform by rating products, adding to wishlist, and following brands you like.

■ Packaging & Gifting

Q: Can I add gift wrapping to my order?

A: Yes, gift wrapping is available for an additional fee at checkout.

Q: Do you include invoices in gift deliveries?

A: You can choose a gift option to hide the price on invoices included with the delivery.

Q: How is fragile packaging handled?

A: Fragile items are packaged with extra cushioning and 'Handle with Care' labeling.

■ Sustainability & Eco-Friendly Shopping

Q: Do you offer eco-friendly packaging?

A: Yes, we use recyclable and eco-friendly packaging for most orders.

Q: Can I recycle or return packaging?

A: Some packaging materials can be returned during delivery. Details are provided in the order info.

Q: Do you support sustainable brands?

A: Yes, we feature eco-conscious brands in our 'Sustainability' section.

■ Accessibility & Special Services

Q: Do you offer services for differently-abled customers?

A: Yes, we offer voice-assisted shopping and easy navigation features.

Q: Is your website/app screen-reader friendly?

A: Yes, our platform is compatible with most screen readers.

Q: Can I request voice-based shopping assistance?

A: Yes, voice shopping support is available in the app and via customer care.

■ Invoices & GST

Q: How do I download my invoice?

A: Go to 'My Orders', select the order, and click 'Download Invoice'.

Q: Can I update my GST number for business purchases?

A: Yes, add or update your GSTIN in 'Business Profile Settings' before placing an order.

Q: Do you provide GST-compliant invoices?

A: Yes, invoices are GST-compliant and can be used for input tax credit.

■ Membership Programs

Q: What benefits do I get with membership?

A: Members enjoy free delivery, exclusive deals, faster shipping, and priority customer support.

Q: Is there free shipping with membership?

A: Yes, free shipping is included on all eligible orders.

Q: How do I cancel or renew membership?

A: Go to 'My Account' → 'Membership' to cancel, upgrade, or renew your subscription.

■ Customer Support & Policies

Q: How can I contact customer support?

A: You can contact us via live chat, email (support@yourstore.com), or our toll-free number (1800-123-456).

Q: What is your privacy policy?

A: We value your privacy. Your personal data is encrypted and never shared with third parties without consent.

Q: What is the replacement policy?

A: Replacement is available for damaged or defective items within 7 days of delivery.

Q: Do you have a loyalty or rewards program?

A: Yes, you earn reward points on every purchase which can be redeemed on future orders.