

Frequently Asked Questions (FAQs)

Welcome to our FAQ page, where you can find answers to common questions about purchasing mobile phones from our website. If you have a question that is not answered here, please contact our customer service team.

Ordering and Shipping

How do I place an order?

To place an order, simply add the desired mobile phone to your cart, proceed to checkout, fill in your shipping and payment information, and confirm your order. You will receive an email confirmation once your order is successfully placed.

What payment methods do you accept?

We accept various payment methods including credit cards (Visa, MasterCard, American Express), PayPal, and other local payment methods, depending on your location.

Can I change my order once it's placed?

Please contact our customer service as soon as possible if you need to change your order. While we cannot guarantee changes can be made once an order is processed, we will do our best to accommodate your request.

How long does shipping take?

Shipping times vary based on your location and the shipping option selected at checkout. Estimated delivery times will be provided when you place your order.

Returns and Refunds

What is your return policy?

You can return your purchase within 3 days of receipt if the product is in its original condition and packaging. Please visit our Returns & Refunds page for more information.

How do I initiate a return?

To initiate a return, please contact our customer service team with your order number and the reason for the return. We will provide you with further instructions.

How long does it take to process a refund?

Refunds are typically processed within 5 business days after we receive and inspect the returned product. The refund will be issued to the original payment method.

Product Information

How can I ensure the phone will work with my network?

Please refer to the product description for network compatibility information. If you have specific questions about compatibility, contact our customer service team.

Do the phones come with a warranty?

Yes, all phones come with a manufacturer's warranty. The warranty period and terms vary by product and manufacturer. Please check the product page for specific warranty information.

Customer Service

How can I contact customer service?

Our customer service team can be reached via email at [info@purgytechstore.lk], phone at [+94761870937]

What are your customer service hours?

Our customer service team is available from 8.00 am to 10.00 pm.

Thank you for shopping with us. We hope this FAQ page has been helpful. For any further questions, please do not hesitate to contact us.