

General FAQ - eCommerce Shoe Brand

Q1: What sizes do you offer?

A1: We offer shoes in a wide range of sizes from US 5 to US 13 for men and US 4 to US 12 for women.

Q2: How can I find the right shoe size?

A2: Please refer to our Size Guide available on each product page to help you find the perfect fit.

Q3: What is your return policy?

A3: You can return unworn shoes within 30 days of delivery for a full refund or exchange.

Q4: Do you offer international shipping?

A4: Yes, we ship to over 100 countries worldwide. Shipping costs and delivery times vary by destination.

Q5: How long does delivery take?

A5: Standard shipping usually takes 3-7 business days. Express shipping options are also available.

Q6: Are your shoes vegan-friendly?

A6: We offer a variety of vegan-friendly shoes. Look for the 'Vegan' tag on the product pages.

Q7: How can I track my order?

A7: Once your order is shipped, you will receive a tracking number via email.

Q8: What payment methods do you accept?

A8: We accept all major credit cards, PayPal, Apple Pay, and Google Pay.

Q9: Can I cancel or modify my order?

A9: Orders can be modified or canceled within 1 hour of placement by contacting our support team.

Q10: Do you offer discounts or promotions?

A10: Yes, sign up for our newsletter to receive exclusive offers and promotional updates.