

FAQ'S

LAMA - Frequently Asked Questions

Company Information

****Q: What is Lama?****

****A:**** LAMA is a High Street fashion brand. It stands for Life Aesthetics, Metropolitan Apparel.

****Q: Who are we?****

****A:**** Design, production, and retail are the heart of the LAMA business model. The brand is committed to bringing to you quality apparel and accessories that are priced competitively and are durable to last beyond the current season.

LAMA proudly brings to you high-end, locally manufactured, quality clothes and accessories, which are usually exported and rarely available in Pakistan. Our material is sourced from international production houses as well as from factories in Pakistan that are primarily export-based. These factories adhere to the highest international standards and comply with our labor laws.

****Q: What is the aim at LAMA?****

****A:**** Our design focus is on quality products for men and women. LAMA is committed to constantly evolve with the needs of our customers, keeping in mind quality, comfort, durability, and fashion trends.

****Q: What products do you have?****

****A:**** LAMA offers you a wide range of apparel, footwear and accessories for men and women.

****Q: Does LAMA have a physical store?****

****A:**** Yes, LAMA has stores in Lahore, Islamabad and Karachi.

Shipping & Delivery

****Q: What is the delivery time?****

****A:**** We expect to deliver confirmed orders across Pakistan within 3 to 5 working days.

****Q: What delivery service is used?****

****A:**** We use third-party delivery services like Call Courier, PostEx and TCS to facilitate deliveries to our customers Nationwide.

****Q: What are the delivery charges?****

****A:**** The standard delivery charges per order are PKR 100 for orders under PKR 2500.

****Q: How do I place my order?****

****A:**** PLACE YOUR ORDER IN THREE EASY STEPS!

- Add the desired items to your cart and simply checkout
- Submit an order with the correct delivery and contact details
- Kindly wait for a confirmation call from our customer service representative

Returns & Exchanges

****Q: Do you have a return policy?****

****A:**** At LAMA we do not accept returns.

****Q: Do you have a refund policy?****

****A:**** At LAMA we do not refund orders however, we do offer exchanges.

****Q: Can I exchange my products, if needed?****

****A:**** Yes, you can exchange products within 7 days of purchase with the original sales receipt, if the product is defective or of an incorrect size. Articles must be unworn, unaltered and tagged. Promotional merchandise is non-exchangeable.

****Q: What do I do if I receive a faulty item in my order?****

****A:**** Kindly do not accept an order if the parcel is damaged or the seal is opened. If you receive a faulty product, immediately call our customer care helpline at +92-3111-115262 between 9 am to 6 pm. You can also email us at customersupport@lamaretail.com.

****Q: If there is an item missing in my order, what should I do?****

****A:**** We may send your items in separate parcels, so please be patient if all your items are not delivered together. If the delay is beyond one business day, please contact our Customer Care team for further assistance.

****Q: The size I ordered doesn't fit me, what should I do?****

****A:**** If the order does not fit please see our exchange policy, to order a different size and arrange for an exchange.

Order Management

****Q: Can I cancel my order?****

****A:**** Orders cannot be canceled once we have verified an order with you and it has been processed and dispatched.

****Q: Can I make changes to my order after confirming it?****

****A:**** Yes, changes to order are accepted if you immediately call Customer Care and advise them. Once the order has been processed and dispatched we are unable to make changes.

****Q: Can I have my parcel redirected to a different address?****

****A:**** For your security, we are unable to change the address once we have confirmed your order with you.

****Q: Can you tell me when out-of-stock items will be available?****

****A:**** We do not currently have the facility to advise when a specific item is back in stock. However, we do tend to re-stock quite frequently, so recommend you check back!

Website & Shopping

****Q: How can I purchase from LAMA?****

****A:**** You can shop online at www.lamaretail.com for nationwide delivery or visit our physical stores.

****Q: How should I choose my size?****

****A:**** We have size charts available for products on our website for your assistance.

****Q: How will I know that you have received my order?****

****A:**** After successfully placing your order, you will see your order number on the screen and you will receive an email at the email address provided.

****Q: Is the color shown on the website accurate?****

****A:**** Actual colors may vary. Although we try extremely hard to ensure that our photos are as life-like as possible there may be a slight difference due to the device screens.

****Q:** What should I do if the items I want to purchase are out of stock?

****A:**** Our restocking is usually done on Mondays and Fridays, we recommend you check back or visit us in stores.

****Q:** Is LAMA online payment safe?

****A:**** All online transactions on the LAMA website are secured payments and your personal information is safe. We have a safe security system with an SSL certificate.

Payment & Accounts

****Q:** What are the payment methods for LAMA?

****A:**** We offer online card transactions and cash-on-delivery payment options for our valued customers.

****Q:** Do I need to set up an account to make a purchase online?

****A:**** You can create an account or check out as a guest for all online purchases.

****Q:** How do I create an account?

****A:**** You can sign up and subscribe to the official LAMA website to stay up to date with the latest trends and offers.

****Q:** How do I change my details once I have created an account?

****A:**** You can change your details by logging into your account and edit your personal information through the 'my info' tab.

****Q: Why is my product disappearing from the cart?****

****A:**** Please bear in mind that even though you have placed an item in your SHOPPING BAG, it does not count as a purchase. Another customer may have checked out the item while it was in your SHOPPING BAG and the product is now out of stock.

Delivery & Tracking

****Q: Does LAMA deliver outside Pakistan?****

****A:**** Currently, we are only delivering across Pakistan.

****Q: Is my package secured and do I need to sign for my order?****

****A:**** Your package is sealed and secured. You are required to sign for the parcel at the time of delivery to make sure the parcel was delivered to the right person/address.

****Q: Does LAMA ship to multiple addresses?****

****A:**** We are only able to deliver to one address per order. If you would like to send your purchases to multiple addresses, we suggest you place a separate order for each destination.

****Q: How do I track my order?****

****A:**** After confirmed orders are dispatched, a unique tracking number is provided to the customer. You can track your order by using the tracking number on the third-party delivery service's website.

Promotions & Support

****Q: Do you offer discounts?****

****A:**** Yes, we offer promotional discounts.

****Q:** I have a coupon code. How can I redeem it?******

****A:**** The coupon code can be applied to the discount panel at the time of checkout. Once you click 'apply' the amount on your order will be adjusted automatically.

****Q:** Does LAMA have Customer Support, and if so, what are the timings?******

****A:**** Yes, we have a customer care team at LAMA that can be contacted via call, chat and/or email from 9 a.m to 6 p.m, Monday to Saturday.

Company Details

****Q:** Where is LAMA's head office located?******

****A:**** LAMA head office is located at Upper Mall Lahore.

****Q:** Is LAMA available on social media?******

****A:**** Yes, we are available on social media platforms such as Facebook, Instagram, Youtube and Twitter.

****Q:** What is LAMA HR email?******

****A:**** LAMA's HR email is hr@lamaretail.com.

****Q:** Does LAMA have an official website?******

****A:**** The LAMA official website is www.lamaretail.com.

Services

****Q:** Do you offer a repair service?******

****A:**** LAMA does not offer repair services for any items purchased.

****Q:**** Do you offer gift cards?

****A:**** LAMA does not offer gift cards.

Order Issues

****Q:**** What happens if a paid order is canceled?

****A:**** If a paid order is canceled prior to delivery for any reason on the customer's request we offer the amount to be issued in the form of an e-store coupon which can be used online anytime up to 3 months.

Likewise, if the order is canceled due to any reason from the company's end we can offer an e-store coupon or the amount can also be refunded into your bank account and may take up to 7-10 business days to reflect.

****Q:**** I haven't received a confirmation email. What should I do?

****A:**** In case you have not received an email confirming your order then please wait for the confirmation call from a LAMA customer care representative. In case there is no confirmation call either, reach out to us at +92-311-1115262 or email us at customersupport@lamaretail.com.

ABOUT US

Who are we?

Founded in 2020, [LAMA](#) is a high-street brand with a focus on combining functional, sustainable design with popular fashion for a diverse audience spanning different ages and lifestyles.

The culture at [LAMA](#) is about simplicity, kindness, growth and inclusivity. The customer is at the heart of the [LAMA](#) business model. We are committed to providing a comprehensive shopping experience that evolves with what our customers want more and better of.

Vision

We create simple lifestyle choices that let you ***tell your own stories.***

Core Values

LAMA is committed to expanding rapidly nationwide and evolving every season through:

- Inclusivity
- Collaboration
- Ownership
- Excellence
- Simplicity
- Integrity

RETURN & EXCHANGE POLICY

- All sales are final. No refunds.
- You can exchange your purchase within 15 days accompanied by an original sales receipt and original Lama packaging.
- Merchandise can only be exchanged if it is not used, altered, washed or damaged and must have its all original tags on.
- Your exchange can be coordinated via email (customersupport@lamaretail.com) or you can call us at +92-311-111-LAMA (5262) between 10am to 6pm, Monday to Saturday.
- In case of a mark-down in price due to a sales promotions, customers are only eligible to make an exchange against the new, marked down price.
- Used/misused items will not be eligible for exchange.
- You can only make a claim of damage merchandise within in 3 days of purchase. If bought online, damaged merchandise must be reported within 3 days of delivery.
- Claims and exchanges may take up to 3 weeks to be processed.
- No exchange can be made during sales / promotion periods.
- Products on promotion are not eligible for exchange.
- All accessories, including jewelry, undergarments, bags, sunglasses, and belts are not exchangeable.

PRIVACY POLICY

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This Privacy Policy outlines the types of personal information collected and received by lamaretail.com ("we," "us," or "our") and how we use, disclose, and protect that information. By using or accessing our website, you consent to the terms and practices described in this policy.

Information We Collect:

a) Personal Information we may collect personal information from you when you voluntarily provide it to us, such as when you create an account, make a purchase, subscribe to our newsletter, opt for receiving marketing sms/WhatsApp, direct emails or interact with our website's features. This may include your name, email address, shipping address, billing information, and other details necessary to provide our services to you. Saved card details will never be shared with third parties and will only be used to process your order, using our payment service provider's systems.

At all times, we will offer you the opportunity to unsubscribe out of any service or update to which you have subscribed, if you change your mind. Any email we send you will contain an easy automated unsubscribe link so that you can opt-out of that particular mail shot.

b) Non-Personal Information:

We may also collect non-personal information about your interactions with our website. This may include your IP address, browser type, device information, and browsing behavior. Such information is collected through the use of cookies, log files, and similar technologies.

Use of Information:

a) Personal Information we may use:

Process and fulfill your orders, provide customer support and respond to inquiries, customize and improve our website and services. Send you promotional offers, updates, and newsletters (you can opt out at any time) and conduct market research and analyze trends.

b) Non-Personal Information:

Non-personal information is primarily used to analyze and improve the functionality and performance of our website. This data helps us understand how users interact with our website and enables us to enhance user experience.

Disclosure of Information:

a) Service Providers:

We may engage trusted third-party service providers to assist us in operating our website and providing our services. These service providers may have access to your personal information but are obligated to keep it confidential and use it solely for the purposes specified by us.

b) Legal Requirements:

We may disclose your personal information if required to do so by law or in response to valid legal requests, such as subpoenas, court orders, or government regulations.

Data Security:

We implement appropriate technical and organizational measures to safeguard your personal information from unauthorized access, disclosure, alteration, or destruction. However, please note that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

Third-Party Links:

We do collect information about site traffic, sales, wish list, and other commercial information which we may pass on to third parties but this information does not include any information which can identify you personally.

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be effective when posted on this page. We encourage you to review this Privacy Policy periodically to stay informed about how we collect, use, and protect your information. For any further information or unsubscribing from our services you may contact us on 0311-111-5262 or email us at customersupport@lamaretail.com