

Frequently Asked Questions

Q1: Is Cash on Delivery available?

A: Yes, on all orders below PKR 10,000.

Q2: Can I return a product if it's defective?

A: Yes, you can return defective products within 7 days of delivery for a full replacement or refund.

Q3: How do I track my order?

A: You can track your order from your profile

Q4: Do I need an account to place an order?

A: Yes, creating an account is required to place an order. It allows you to track your orders, save your address, and view your order history easily.

Q5: Do you offer international shipping?

A: Currently, we only ship within Pakistan. International shipping is under consideration.

Q6: What payment methods are accepted?

A: We accept Cash on Delivery and credit/debit cards,

Q7: How long does delivery usually take?

A: Orders within major cities are delivered in 2–3 business days. Remote areas may take up to 5–7 days.

Q8: How can I contact customer support?

A: You can use the chatbot on the website or email us at support@yourstore.com anytime

Q9: Can I download a list of all FAQs?

A: Yes, click the "Export to PDF" button in the FAQ Manager to download all questions and answers.

Q10: Can I return a product if it's defective?

A: Yes, you can return defective products within 7 days of delivery for a full replacement or refund.