

# Frequently Asked Questions

**Q1: 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.

**Q2: How do I track my order?**

A: You can track your order from your profile

**Q3: 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.

**Q4: Do you offer international shipping?**

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

**Q5: What payment methods are accepted?**

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

**Q6: 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.

**Q7: How can I contact customer support?**

A: You can use the chatbot on the website or email us at [gadgetstor@gmail.com](mailto:gadgetstor@gmail.com) anytime

**Q8: 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.

**Q9: 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.

**Q10: What personal information do you collect**

A: We may collect information such as your name, email address, contact number, shipping/billing address, and any other details you provide when you register, place an order, or interact with our website

## **Q11: How do you use my personal information**

A: We use your data to:

Process orders and payments

Deliver products and services

Improve our website and customer experience