

Customer Support FAQs

1. What kind of help can I get here?

You can raise concerns about delivery delays, service issues, or any product-related complaint.

2. Do I need to provide any details?

Yes, a few basic details like your name, phone number, and email help us get in touch and resolve your issue.

3. Will I get any confirmation after filing a complaint?

Yes! You'll receive a complaint ID, which you can use later to check the status of your case.

4. Can I come back and check my complaint status later?

Absolutely — just mention your complaint ID when you return, and we'll fetch your complaint details for you.

5. What if I forget to mention something?

No worries! The assistant will ask you for anything that's missing.

6. Is there a way to speak to a human?

This assistant tries to solve your issue quickly, but you may be redirected to a human if needed.

7. How quickly can I expect a response?

Most issues are responded to within 24–48 hours.

8. Do I have to repeat my information?

Not at all. If you've already given some details, the bot will only ask for what's missing.

9. Can I file more than one complaint?

Yes, every issue gets its own unique complaint ID.

10. What if I want to report a delivery problem?

Just mention your delivery concern, and the assistant will guide you through the rest.