

Q: How do I place an order?

A: You can place an order by adding products to your cart and proceeding to checkout.

Q: What payment methods do you accept?

A: We accept credit/debit cards, UPI, net banking, and digital wallets.

Q: How can I track my order?

A: You can track your order from the 'My Orders' section in your account.

Q: What is your return policy?

A: You can return products within 7 days of delivery if they meet our return criteria.

Q: Do you offer cash on delivery?

A: Yes, we offer cash on delivery in select locations.

Q: How do I apply for a discount coupon?

A: Enter the discount code during checkout to apply it to your order.

Q: Are there any membership rewards?

A: Yes, we have a loyalty program where you earn points on every purchase.

Q: Can I cancel my order after placing it?

A: Yes, you can cancel an order before it is shipped.

Q: What should I do if I receive a damaged product?

A: Contact our support team immediately with images of the damaged product.

Q: How long does delivery take?

A: Delivery times vary by location but typically take 3-7 business days.

Q: Do you ship internationally?

A: Currently, we only ship within the country.

Q: What is the minimum order value for free shipping?

A: Free shipping is available for orders above INR 500. Q: Can I return a product if I don't like it?

A: Returns are accepted only for defective or incorrect items.

Q: How do I update my shipping address?

A: You can update your shipping address from your account settings.

Q: Can I modify my order after placing it?

A: Orders cannot be modified once placed, but you can cancel and reorder.

Q: What happens if I am not home during delivery?

A: The delivery agent will attempt delivery again or leave it at a secure location.

Q: Do you provide gift wrapping?

A: Yes, we offer gift wrapping at an additional cost.

Q: How do I report a missing item in my order?

A: Contact our support team with your order details for assistance.

Q: Are products covered under warranty?

A: Some products come with a manufacturer warranty. Check the product page for details.

Q: Do you offer bulk discounts?

A: Yes, we provide special discounts for bulk purchases. Contact sales for more details.

Q: How do I search for a product?

A: You can search for a product using the search bar at the top of the homepage. Enter keywords, product name, or brand to find the desired item.

Q: How do I place an order?

A: To place an order, browse the products, add items to your cart, proceed to checkout, provide

shipping details, select a payment method, and confirm your order.

Q. What payment methods are accepted?

A. We accept credit cards, debit cards, net banking, UPI, wallets, and cash on delivery (COD) for select locations.

Q. Can I modify or cancel my order after placing it?

A. Yes, you can modify or cancel your order within a limited time before shipping. Go to 'My Orders' and select the appropriate option.

Q. What is the estimated delivery time?

A. Delivery time depends on your location and the shipping option selected. Estimated delivery date is shown during checkout and in the order details.

Q. How do I return a product?

A. To return a product, go to 'My Orders', select the item, and click 'Return'. Follow the instructions to schedule a pickup or self-ship.

Q. What is the refund policy?

A. Refunds are processed within 7-10 business days after the returned item is received and inspected. Refunds are credited to the original payment method or as store credit.

Q. Do you offer discounts and coupons?

A. Yes, we offer discounts, promo codes, and special deals. Check the 'Offers' section or subscribe to our newsletter for the latest discounts.

Q. How do I redeem a coupon?

A. During checkout, enter the coupon code in the 'Apply Coupon' section and click 'Apply' to avail the discount.

Q. What are reward points and how do I use them?

A. You earn reward points for every purchase. Points can be redeemed during checkout for discounts.

Q. How do I contact customer support?

A. You can contact us via email, phone, or live chat available on our website under the 'Help' section.