

Our customer support team is available Monday through Friday from 9 AM to 6 PM EST, with a 24-hour response window for urgent requests submitted outside these hours. You can track any order by logging into your account and checking the “Order History” section for its tracking number, or by using the tracking link sent to your email. We also offer a 30-day return policy from the date of purchase, allowing you to request a full refund or an exchange, although certain items may be excluded.