

Frequently Asked Questions (FAQ)

This document contains the frequently asked questions from customers reaching out to Customer Service Representatives (CSR) along with their answers.

Question: When will I receive my order?

Answer: You can check the order status to know if your order has been shipped. The estimated delivery time for your order is 5–7 business days from Shipping Date.

Question: Within how many days can I return a product?

Answer: Products can be returned within 30 days of delivery. CSR's can override this period in exceptional cases.

Question: Are shipping charges refundable?

Answer: Shipping charges are refundable only if the return is due to our error (e.g., wrong or defective item). Please call our customer service for assistance.

Question: I have received a damaged product. What should I do?

Answer: If you have received a damaged product, please contact our customer service team immediately. We will arrange for a replacement or refund as soon as possible.

Question: What payment methods are accepted?

Answer: We accept all major credit cards, debit cards, and PayPal.