

Ordering & Payment

Q: How can I place an order?

A: You can place an order directly on our website by adding items like laptops, keyboards, or other gadgets to your cart and checking out.

Q: What payment methods do you accept?

A: We accept Visa, MasterCard, American Express, PayPal, and Apple Pay.

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

A: Please contact us as soon as possible. If your tech gear hasn't shipped yet, we may be able to modify or cancel the order.

Shipping & Delivery

Q: What are your shipping options?

A: We offer both standard and express shipping. Options and pricing are shown at checkout.

Q: How long does delivery take?

A: Standard shipping takes 3–5 business days, while express shipping arrives in 1–2 business days.

Q: Do you offer international shipping?

A: Yes, we ship select tech products to various countries. Times and fees depend on the destination.

Returns & Refunds

Q: What is your return policy?

A: Most tech items can be returned within 30 days if unused and in their original packaging. Some items like software or consumables may be non-returnable.

Q: How do I initiate a return?

A: Visit our Returns Center on the website and follow the instructions to start your return.

Q: When will I receive my refund?

A: Refunds are processed within 5–7 business days after we receive your returned item.

Products & Availability

Q: How can I check if a product is in stock?

A: Product pages are updated in real-time. If you see it online, it's available.

Q: Do you offer gift wrapping?

A: Yes! We offer gift wrapping for gadgets and accessories—just select the option at checkout.

Q: Can I get help choosing the right product?

A: Definitely! Tell us what you're looking for (e.g., gaming laptop, wireless mouse), your budget, and how you'll use it—we'll recommend the best fit.

Account & Support

Q: Do I need an account to place an order?

A: No, you can checkout as a guest. But creating an account helps you track orders and makes future purchases faster.

Q: How can I contact support?

A: Message us on WhatsApp anytime or use the Contact Us form on our website.

Q: What are your customer service hours?

A: Our AI assistant is available 24/7. Human support is available Monday to Friday, 9:00 AM to 6:00 PM EST.