

Ordering & Payment

Q: How can I place an order?

A: You can place an order directly through our website by adding items 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 the order hasn't shipped, we may be able to modify or cancel it.

Shipping & Delivery

Q: What are your shipping options?

A: We offer standard and express shipping. Available options and pricing will appear at checkout.

Q: How long does delivery take?

A: Standard shipping takes 3–5 business days. Express shipping takes 1–2 business days.

Q: Do you offer international shipping?

A: Yes, we ship to select countries. Shipping times and fees vary by destination.

Returns & Refunds

Q: What is your return policy?

A: Items can be returned within 30 days if unused and in their original packaging. Some items may be non-returnable.

Q: How do I initiate a return?

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

Q: When will I receive my refund?

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

Product & Availability

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

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

Q: Do you offer gift wrapping?

A: Yes! Gift wrapping options are available at checkout.

Q: Can I request a personalized gift suggestion?

A: Absolutely! Just tell us the occasion, your budget, and who the gift is for—we'll recommend something special.

Account & Support

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

A: No, you can checkout as a guest. However, creating an account lets you track orders and save information for future purchases.

Q: How can I contact support?

A: You can message us on WhatsApp 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.