

Q: What services or products do you offer?

A: We offer a wide range of products including electronics, fashion, home essentials, and personal care items. You can explore all categories through our website or mobile app.

Q: How can I contact customer support?

A: You can reach our customer support team through live chat, by emailing support@company.com, or by calling our toll-free number 1800-123-4567 between 9 AM and 9 PM.

Q: What are your customer support hours?

A: Our support team is available from 9 AM to 9 PM (Monday to Saturday).

Q: How do I create an account? A: Click “Sign Up” on our homepage, enter your name, email, and password, then verify your email to activate your account.

Q: I forgot my password — how can I reset it?

A: Go to the login page, click “Forgot Password?”, and follow the instructions sent to your registered email.

Q: How can I place an order?

A: Add your desired products to the cart, proceed to checkout, fill in shipping and payment details, and confirm your order.

Q: What payment methods do you accept?

A: We accept credit/debit cards, UPI, net banking, and wallets like Google Pay, Paytm, and PhonePe.

Q: Is my payment information secure?

A: Yes, all transactions are processed through secure, encrypted payment gateways.

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

A: You can cancel or modify your order within 30 minutes of placement under the “My Orders” section.

Q: My payment failed — what should I do?

A: If your payment failed but the amount was deducted, it will be automatically refunded within 3–5 business days.

Q: How do I apply a coupon or discount code?

A: Enter the coupon code in the “Apply Coupon” field during checkout before completing your payment.

Q: Will I receive a confirmation email after placing an order?

A: Yes, a confirmation email and SMS with order details are sent immediately after placing your order.

Q: I was charged twice for one order. What should I do?

A: Please contact our support team with your transaction ID. The duplicate amount will be refunded within 5–7 business days.

Q: My payment was successful, but I didn't receive an order confirmation.

A: Sometimes, it takes a few minutes to process. If you still don't receive confirmation after 30 minutes, contact support with your payment reference number.

Q: What are your shipping options and delivery times?

A: Standard delivery takes 3–5 business days, while express delivery takes 1–2 days depending on your location.

Q: Do you offer international shipping?

A: Currently, we ship only within India. International delivery options are coming soon.

Q: How much does shipping cost?

A: Shipping is free for orders above ₹499. A ₹50 charge applies for smaller orders.

Q: How do I track my shipment?

A: After your order is dispatched, you'll receive an email and SMS with a tracking link to follow your shipment status.

Q: Can I change my shipping address after ordering?

A: Address changes are allowed only before dispatch. Contact customer support as soon as possible for assistance.

Q: What happens if my order is lost or damaged in transit?

A: We'll either resend the product or issue a full refund after verifying the issue.

Q: My package hasn't arrived yet. What should I do?

A: Check your order tracking for updates. If it shows "delivered" but you haven't received it, contact our support team immediately.

Q: My delivery was marked as completed, but I didn't receive the package.

A: Please check with your security guard or neighbors. If still missing, we'll open an investigation and provide a resolution within 3–5 working days.

Q: What is your return policy?

A: Most items can be returned within 7 days of delivery for a refund or exchange, provided they're unused and in original packaging.

Q: How do I request a return or exchange?

A: Go to "My Orders," select the item, click "Return/Exchange," and follow the steps to submit your request.

Q: How long does it take to process a refund?

A: Refunds are usually processed within 5–7 business days after the product is received and inspected.

Q: Do you provide a return shipping label?

A: Yes, once your return is approved, you'll receive a prepaid return label via email.

Q: Can I return a sale item?

A: Yes, but sale items are refunded as store credit instead of cash.

Q: What if I received a defective or wrong product?

A: Upload photos of the item under the "Return" section, and we'll arrange a replacement or full refund.

Q: I haven't received my refund yet. What should I do?

A: Refunds take 5–7 business days. If you haven't received it after that, please contact your bank or our support team.

Q: Can I get a refund to a different payment method?

A: Refunds are always issued to the original payment method used during the transaction.

Q: I can't log in to my account. What should I do?

A: Verify your login credentials and internet connection. If the issue persists, reset your password.

Q: The website/app isn't loading properly.

A: Try clearing your browser cache or updating your app. If the problem continues, report it to tech support.

Q: How do I update the app to the latest version?

A: Open the Play Store or App Store, search for our app, and tap "Update."

Q: I'm getting an error message. How can I fix it?

A: Note down the error code and contact our technical support team for help.

Q: My app keeps crashing.

A: Ensure you have the latest version installed and clear your app cache. If it persists, reinstall the app.

Q: How can I delete my account permanently?

A: Email privacy@company.com with your registered email requesting permanent deletion of your account.

Q: I want to change my registered email address.

A: You can update your email under “My Profile” → “Edit Details” → “Email.” Verification will be required.

Q: I’m not satisfied with the support I received.

A: You can escalate your issue by emailing escalation@company.com. A senior agent will respond within 24 hours.

Q: How can I speak to a live agent?

A: Type “Connect to agent” in the chat, and if available, you’ll be transferred to a human representative.

Q: Can I request a callback?

A: Yes, please share your preferred time and number, and our support team will call you back within 24 hours.

Q: How can I share feedback about your chatbot or service?

A: You can rate the chat session or fill out the feedback form at the end of your conversation.

Q: How long does it take for an issue to be resolved?

A: Most issues are resolved within 24–48 hours, depending on complexity.

Q: What are the benefits of creating an account?

A: You can easily track orders, save shipping addresses, earn loyalty points, and access exclusive discounts.

Q: How can I check my loyalty points or wallet balance?

A: Go to “My Account” → “Wallet/Rewards” to see your available points and usage history.

Q: Can I deactivate my account temporarily?

A: Yes, go to Account Settings → Privacy → “Deactivate Account.” You can reactivate anytime by logging back in.