

Keymate – Knowledge Base

1. About Keymate

What is Keymate?

Keymate is a creative online store specializing in **cartoon, anime, and customized keyrings**. We bring your favorite characters to life and also design **personalized name keyrings** just for you.

Who can use Keymate?

- Fans: Anime & cartoon lovers who want unique collectibles.
- Gift Seekers: People looking for personalized keyrings for friends & loved ones.
- Everyone: Anyone who wants a stylish accessory for their keys, bags, or gifts.

What products does Keymate sell?

- Cartoon/Anime Keyrings: Naruto, Shinchan, Doraemon, Dragon Ball, One Piece, and more.
- **Custom Keyrings:** Personalized with your name, initials, or special text.

2. Pricing & Packages

- Browsing our store is free.
- \bigcirc Custom keyrings \rightarrow Price depends on design & customization.
- X No hidden charges.

3. Services Offered

- ✓ Wide range of anime & cartoon designs
- ✔ Personalized keyrings with names/text

- ✔ Premium-quality materials & finishing
- ✓ Gift-friendly packaging available

4. Process

For Ready-Made Keyrings:

- 1 Browse & choose your cartoon/anime design
- 2 Add to cart & checkout
- 3 We ship to your address

For Custom Keyrings:

- 1 Choose "Customize" option
- 2 Enter your name/design text
- 3 Confirm order & checkout
- 4 We make your unique keyring and ship it

5. Refund & Return Policy

At **Keymate**, we care about customer satisfaction 💙

V Refunds:

- If the product is damaged, defective, or incorrect, we provide a full refund or replacement.
- Refunds are processed within **5–7 working days** after verification.

• 🔄 Returns:

- Ready-made cartoon keyrings → Can be returned within 7 days of delivery (unused & in original packaging).
- Customized keyrings → Non-returnable & non-refundable (since they are made uniquely for you).
- To request a return or refund, contact us at **support@keymate.com** with your order details & photos (if damaged).

6. Contact

■ support@keymate.com

WhatsApp / Live Chat available on website

7. Objections & FAQs

Are the keyrings durable?

Yes. Made from high-quality material, built to last.

Do you really customize with names?

Yes 🎨, you can add your name, initials, or any special word.

Do you offer gift packaging?

Yes 🎁, available at checkout.

8. Payment & Security

- 100% secure payments (UPI, Cards, Wallets).
- No payment details stored.

9. Delivery

Shipping Time: 2–5 business days.

© Custom Orders: May take 3–7 days.

Tracking Provided: Yes, every order is trackable.

10. Extra FAQs

Can I order on mobile?

Yes, Keymate is mobile-friendly.

Is Keymate legal?
Yes ✓, all our products are genuine & handmade/customized.