Lumi-So E-commerce - FAQ & Policies

Welcome to Lumi-So E-commerce! This document outlines frequently asked questions and our key policies regarding shopping, shipping, returns, and privacy. Please read this carefully to ensure a smooth experience while shopping with us.

General Questions

Q1: What is Lumi-So E-commerce?

Lumi-So is an online e-commerce platform where customers can shop for a wide range of products, including fashion, electronics, and home accessories.

Q2: Do I need an account to place an order?

Yes, you need to create an account to place orders and track your purchases.

Q3: How do I change the website theme?

The website theme (Light, Dark, or Custom) is selected by the site admin. It affects the entire site and is not changeable by individual users.

Orders

Q4: How can I place an order?

1. Browse the products.

2. Add items to your cart.

3. Proceed to checkout and log in or register.

4. Complete payment.

Q5: Can I cancel or modify my order?

Orders can only be cancelled or modified within 1 hour of placement. Contact support immediately.

Q6: How do I track my order?

You can view order status from your dashboard under "My Orders."

Shipping

Q7: What are the shipping options?

- Standard Shipping (3-5 business days)

- Express Shipping (1-2 business days)

Q8: Do you offer international shipping?

Currently, we only ship within Pakistan.

Q9: How can I change my shipping address?

You can update your address before finalizing the order at checkout.

Returns & Refunds

Q10: What is the return policy?

You may return unused and unopened items within 7 days of delivery. Used or damaged items are not eligible for return.

Q11: How will I receive my refund?

Refunds will be issued to your original payment method within 5-7 business days after the return is approved.

Q12: Do you charge for returns?

Return shipping charges are the customer's responsibility unless the item is defective.

Privacy & Security

Q13: How is my data protected?

Your data is encrypted and handled securely. We do not share your personal information with third parties without your consent.

Q14: What payment methods do you support?

- Credit/Debit Cards

- Bank Transfer

- Cash on Delivery (COD)

Q15: Is payment secure?

Yes, all transactions are secured through SSL encryption.

Admin & Technical

Q16: How does the admin activate themes?

Admins can select and activate a single frontend theme from the Django admin under "Site Themes" using the "Activate selected theme" action.

Q17: What happens if no theme is active?

If no theme is active, the system defaults to the Light theme.

Q18: Can admins add custom descriptions to products?

Yes. The admin can manually edit product descriptions in the admin panel. If left blank, AI-based auto-generation can be integrated.

Contact Us

For further assistance, please contact us at:

- Email: support@lumi-so-ecommerce.com

- Phone: +92-XXX-XXXXXXX

Thank you for shopping with Lumi-So E-commerce!