

Home Décor Ecommerce Platform

Aura Interiors

Frequently Asked Questions (FAQ)

1. Account and Registration:

Q1. How do I create an account?

A: You can create an account by clicking the 'Login' button and from there clicking 'Sign up' and fill in the details.

Q2. How to verify email?

A: Putting your actual exact google email while creating an account.

Q3. What do I get in email when creating an account?

A: You receive a link for verification. Clicking it will verify your email.

2. Placing Orders:

Q4. How do I place an order?

A: Browse products, add them to cart, and proceed to checkout to place an order.

Q5. Can I modify or cancel my order after placing it?

A: Orders can be modified or canceled within one hour of placement by contacting customer support.

Q6. What payment methods are accepted?

A: We accept Stripe payment.

3. Shipping and Delivery:

Q7. How long does delivery take?

A: Delivery typically takes 3-5 business days depending on your location.

Q8. Can I track my order?

A: Yes, you can see your order tracking by viewing orders page.

Q9. What should I do if my package is delayed?

A: Contact our customer support with your order number for assistance

4. Order Issues:

Q10. I received a damaged or wrong item. What should I do?

A: Please contact customer support with photos of the item within 48 hours of delivery.

Q11. Why was my order cancelled?

A: Orders may be cancelled due to payment failure or stock unavailability.

Q12. What if I entered the wrong order details?

A: Contact us Immediately. If one hasn't shipped, we'll update address.

