**FAQS**

**Question:** How do I order?

**Answer:** Simply click the "Add to Cart" button, and then go to your cart:

After that, please click "check out", and fill in your details.

**Question:** What forms of payment do you accept?   
**Answer:**We only accept cash on delivery, Debit Cards, Credit Cards and Direct bank transfers at the moment.

**Question:** Do you ship international?   
**Answer:**Yes we ship World-Wide

**Question:** Do you ship items to Pakistan?   
**Answer:**Yes. We ship to over 55 cities in Pakistan.

**Question:** How long does shipping usually take?   
**Answer:**Estimated Delivery Time is 10-15 business days for International Deliveries and 5-7 business days for Pakistan..

\* Note: The delivery time mentioned above does not include order processing time that usually varies from 1 to 3 days.

**Question:** Do I get a tracking number?  
**Answer:**As soon as you place your order, you will receive a confirmation email with your tracking number and the link for you to track your order.

**Question:** Why isn’t my tracking information not updating?  
**Answer:**Tracking information is available within 1-3 days after your order is placed (it takes sometime longer depending on how fast the postal services are processing orders).

**Question:** Can I return my order for refund/replacement?  
**Answer:** No we do not provide refunds, in case the product is defective or damaged, we will recall the product and get it fixed for you with zero additional charges.   
If you have any problems with your items, just email us at [support@JewelCircle.net](mailto:support@JewelCircle.net). We will try to find the best method to solve your problems. 

**Question:** If I receive a defective/ damaged product, can I change it?

**Answer:**If the product you received is defective or damaged, please contact us as soon as possible at [support@JewelCircle.com](mailto:support@JewelCircle.com).

We are so sorry you’re experiencing issues with our product! We know we both want to get you up and running as soon as possible. We would really like to help you by asking you to send us these elements:

* Full Name on the order and order number
* Images & photos of the defective product
* A brief explanation of the issue

*\* Please be advised that if one of the requested elements is missing it will not be possible for us to process your request.*

After examining the pictures you sent us, and if the product is damaged, we will proceed to the next step.