Contents

📞 Customer Support & Contact

Q1: How can I contact PetCart support?
A: You can reach us via live chat on our website, email us at support@petcart.shop, or call our helpline. Our team is available 9 AM–9 PM all days of the week.

Q2: Do you have a toll-free number?
A: Yes, we provide a toll-free customer care number displayed on our Contact Us page. Calling this number won't incur any charges.

Q3: Can I contact you via WhatsApp?
A: Yes, we're available on WhatsApp for order updates and quick queries. This makes communication faster and more convenient.

Q4: How long does it take to get a response?
A: Our support team usually responds within 24 hours. For urgent issues, phone or chat is the fastest way to get help.

Q5: Do you provide veterinary advice?
A: While we can guide you to relevant products, we don't provide medical advice. Always consult a licensed vet for health concerns.

Q6: Can I contact support outside working hours?
A: Yes, you can drop us an email anytime. Queries sent outside hours will be handled first thing on the next business day.

Q7: Is there a separate line for bulk or B2B orders?
A: Yes, bulk buyers and shelters can contact our sales support directly. This ensures faster assistance for high-volume needs.

Q8: Do you support multiple languages for customer care?
A: Currently, we offer support in English and Hindi. We are working to add more regional languages for customer convenience.

Q9: Can I escalate my issue if I'm unsatisfied?
A: Yes, unresolved queries can be escalated to our senior team. Escalation instructions are provided in your support ticket.

Q10: Do you provide offline store support?
A: PetCart is an online-first brand. However, our support team can guide you to brand-authorized offline outlets if needed.

🎉 Offers & Promotions

Q11: How do I know about ongoing offers?
A: All active offers are displayed on our homepage and promotions page. You can also subscribe to our newsletter for updates.

Q12: Do you offer discounts for first-time buyers?
A: Yes, first-time customers often get special welcome discounts. Look for "New User" offers during checkout.

Q13: Can I combine two offers on the same order?
A: Only one offer or coupon can be applied per order. You may combine offers with wallet credits, but not with another coupon.

Q14: Do you have loyalty or rewards programs?
A: Yes, PetCart offers a rewards program where you earn points on every purchase. These points can be redeemed for discounts later.

Q15: Are promotions available on all products?
A: Some offers may apply only to specific categories or brands. Always read the terms listed on the offer banner.

Q16: Do offers apply during sale events?
A: During big sale events, special discounts may replace standard coupons. However, sale products are already heavily discounted.

Q17: Can I use promo codes on COD orders?
A: Yes, promo codes can be applied to COD orders unless specified otherwise in the offer terms.

Q18: Do you give student or military discounts?
A: At present, we don't have student/military-specific discounts. We do, however, offer seasonal discounts for all users.

Q19: Do promotions apply to bulk orders?
A: Promotions usually apply to retail orders only. For bulk discounts, contact our sales team for customized pricing.

Q20: Can expired coupons be reused?
A: No, expired coupons cannot be reactivated. Always check the validity date before applying.

🎁 Gift Options

Q21: Can I send a product as a gift?
A: Yes, simply enter the recipient's address at checkout. We also offer the option to hide prices on invoices for gifts.

Q22: Do you provide gift wrapping?
A: Yes, gift wrapping is available for select products at a small additional charge. You can choose this option during checkout.

Q23: Can I add a gift message with my order?
A: Yes, you can add a personalized message at checkout. This will be printed and included in the package.

Q24: Do you sell gift cards?
A: Yes, we offer digital gift cards in different denominations. These are emailed instantly to the recipient.

Q25: Can gift cards be used with other offers?
A: Yes, gift cards can be combined with coupons or discounts. The card balance will be applied first.

Q26: Do gift cards have an expiry date?
A: Yes, gift cards are valid for 12 months from the date of issue. The balance must be used before expiry.

Q27: Can I check gift card balance online?
A: Yes, login to your account and check under "Gift Card Balance." Enter the code to see remaining value.

Q28: Can gift cards be recharged?
A: Currently, our gift cards are not reloadable. You'll need to purchase a new one once the balance is used.

Q29: Can I return or cancel a gift card?
A: Gift cards once purchased cannot be returned or refunded. Please ensure details are correct before buying.

Q30: Can gift cards be transferred to another account?
A: Gift cards can be shared by sending the code, but once redeemed, they are tied to that account only.

🐾 PetCare Advice & Recommendations

Q31: Do you provide product recommendations?
A: Yes, our team curates product suggestions for pets based on age, size, and breed. You'll find recommendations on product pages and via newsletters.

Q32: Can I get diet advice for my pet?
A: While we provide general feeding guides, personalized diet plans should be confirmed with your vet. Our team can recommend popular trusted brands.

Q33: Do you have blogs or guides on pet care?
A: Yes, PetCart hosts a blog with tips on nutrition, grooming, and training. These articles are free and updated regularly.

Q34: Can I consult a vet through PetCart?
A: We don't provide direct consultations. However, we collaborate with licensed vets to create educational content for pet parents.

Q35: Do you recommend toys for specific breeds?
A: Yes, toy categories are filtered by breed size and chewing habits. This helps you pick safe and engaging toys for your pet.

Q36: Can I ask questions about pet behavior?
A: While we don't provide behavioral consultations, our guides share useful tips. For serious issues, a certified trainer is recommended.

Q37: Do you provide care tips for senior pets?
A: Yes, we publish guides focused on senior pet care, covering topics like joint health, softer diets, and mobility support.

Q38: Can I get help selecting grooming products?
A: Yes, our customer team can suggest shampoos, brushes, or tools based on your pet's coat type and sensitivities.

Q39: Do you have starter kits for new pet parents?
A: Yes, we offer starter kits with essentials like food bowls, toys, and bedding to help first-time pet owners get started.

Q40: Do you provide training accessories guidance?
A: Yes, we guide customers on choosing leashes, harnesses, and training pads. Our blog also offers training tips for beginners.

📑 Technical & Website Issues

Q41: What if I can't access the website?

A: Try clearing your cache and refreshing your browser. If the issue persists, check your internet connection or try again later.

Q42: Why is the website loading slowly?

A: High traffic during sales may slow things down. Ensure a stable internet connection, and avoid using outdated browsers.

Q43: Can I shop on mobile?

A: Yes, our site is fully mobile-optimized, and we also have an app available on iOS and Android.

Q44: What if the app crashes or freezes?

A: Update the app to the latest version and restart your phone. If the issue persists, reinstall or contact support.

Q45: Why can't I add items to my cart?

A: This may be due to cookies being disabled. Enable cookies or try switching browsers to resolve the issue.

Q46: Why is my payment page not loading?

A: Ensure your internet connection is stable. Sometimes, ad-blockers or firewalls may also block payment gateways.

Q47: Can I clear my order history?

A: No, order history cannot be erased for compliance reasons. However, you can delete your account to remove all data permanently.

Q48: What if I see incorrect product details?

A: Report it to support, and we'll verify and update the listing. We aim to keep information accurate and current.

Q49: Do you support multiple browsers?

A: Yes, our site works with all major browsers like Chrome, Safari, and Firefox. For the best experience, always use the latest version.

Q50: Can I report a bug on your website?

A: Yes, we encourage customers to report technical glitches. Our IT team will investigate and fix them as soon as possible.