

Frequently Asked Questions (FAQs)

1. What are your shipment times?

Our standard shipment times are 2-4 business days for domestic orders and 7-21 business days for international orders. Expedited shipping options are also available at checkout.

2. How can I track my order?

You will receive a tracking link via email once your order has been shipped. You can use this link to track the status of your shipment in real-time.

3. Can I change my order after placing it?

If you need to make changes to your order, please contact our customer support team within 24 hours of placing your order. Changes may not be possible if the order has already been processed and shipped.

4. What is your return policy?

We accept returns within 15 days of purchase for items in their original condition. Please visit our website for more details on how to initiate a return.

5. How do I place an order?

You can place an order directly on our website by adding items to your cart and proceeding to checkout. Follow the on-screen instructions to complete your purchase.

6. Do you offer discounts for bulk purchases?

Yes, we offer discounts for bulk purchases. Please contact our sales team for more information and pricing options.

7. What payment methods do you accept?

We accept major credit cards, Stripe, PayPal, and other secure payment options. The full list of payment methods will be displayed during checkout.

8. How can I contact customer support?

You can contact our customer support team via email at support@krishnaik.com or by calling our helpline at 1-800-123-4567. Our team is available Monday to Friday, 9 AM to 5 PM IST (local time).

9. Do you ship internationally?

Yes, we ship to most countries worldwide. Shipping fees and delivery times vary depending on the destination.

10. Will I be charged customs or import duties?

International orders may be subject to customs fees or import duties imposed by the destination country. These charges are the responsibility of the customer.

11. What happens if my package is lost or damaged during shipping?

If your package is lost or arrives damaged, please contact us immediately. We will work with the shipping carrier to resolve the issue or provide a replacement if necessary.

12. Can I cancel my order?

Yes, you may cancel your order within 24 hours of placing it. After this period, we cannot guarantee cancellation as the order may already be processed.

13. Do you offer gift wrapping or gift messages?

Yes, we offer gift wrapping and the option to include a personalized message. You can select this option during checkout.

14. How do I know if my order was successful?

After placing your order, you'll receive a confirmation email with your order details. If you don't see it, please check your spam or junk folder.

15. Do you restock sold-out items?

Yes, we regularly restock popular items. You can sign up for back-in-stock notifications on the product page.

16. Is it safe to shop on your website?

Absolutely. Our website uses SSL encryption and secure payment gateways to ensure your personal information is protected.

17. Can I use multiple promo codes in one order?

Only one promo code can be used per order unless otherwise stated in the promotion terms.

18. Do you have a physical store location?

Currently, we operate exclusively online and do not have a physical retail location.

19. How do I update my shipping address?

To update your shipping address, please contact our support team as soon as possible. We can update it if the order hasn't shipped yet.

20. What should I do if I receive the wrong item?

Please contact us immediately with your order number and a photo of the item received. We will arrange for a replacement or refund.

21. Are your products covered under warranty?

Yes, many of our products come with a manufacturer's warranty. Specific warranty details can be found on the product page or by contacting our support.

22. Do you offer subscriptions or memberships?

Yes, we offer membership options for exclusive deals and early access to new products. Visit our website to learn more.

23. How can I leave a review?

You can leave a review on the product page after your purchase, or we may send you a follow-up email inviting you to rate your experience.

24. Can I pick up my order instead of having it shipped?

Currently, we do not offer local pickups. All orders are shipped directly to your provided address.

25. Do you provide invoices for business purchases?

Yes, invoices are automatically emailed upon order confirmation. For custom invoicing needs, please contact our support.

26. How do I know which size/product to choose?

Please refer to the size guide or product details section on the product page. You can also reach out to support for personalized recommendations.

27. Can I save items to purchase later?

Yes, you can add items to your wishlist or favourites for future purchase when you create an account on our website.

28. What should I do if I forgot my account password?

Click on “Forgot Password?” on the login page to reset your password. Follow the instructions sent to your registered email.

29. Are your products eco-friendly or sustainable?

We are committed to sustainability and strive to source eco-friendly materials wherever possible. Product-specific sustainability information is available on the respective product pages.

30. How do I subscribe or unsubscribe from your newsletter?

You can subscribe by entering your email at the bottom of our homepage. To unsubscribe, click the “Unsubscribe” link at the bottom of any newsletter email.