

Company Order Policy

1. Tracking Order

After placing your order, our office will initiate order processing and reach out to you to arrange for delivery. Should you wish to track your order or inquire about delivery updates, our office is available during working hours to assist you. Feel free to contact us at 66650828 for any order and delivery tracking inquiries, and our team will provide you with the necessary information and updates.

2. Estimated Duration for Order Arrival

Our usual delivery is around 2-7 working days; however, during peak periods such as holidays or promotional events, the delivery timeframe may extend to 7-14 working days. We strive to fulfill and deliver orders as efficiently as possible, and any potential delays during peak periods are a result of increased order volumes.

3. Warranty Details

All products come with a standard manufacturer's warranty. The warranty period varies by product and brand. Please refer to the product manual or contact us for specific warranty details.

4. How to Claim Warranty

To claim a warranty, please retain your purchase receipt and contact the manufacturer's service center directly. If you need assistance, feel free to reach out to our support team.

5. Return Policy

Returns are accepted within 7 days of purchase for unused and unopened items. Products must be in their original packaging with all accessories included. Some items may not be eligible for return due to hygiene or safety reasons.

6. Refund Process

Refunds are processed within 7-14 working days after the returned item is received and inspected. Refunds will be issued to the original payment method.

7. Exchange Policy

Exchanges are available for defective or incorrect items within 7 days of purchase. Please contact our support team for further assistance.

8. Gift Wrapping

Yes, we offer gift-wrapping services for selected products. Please check the gift wrap option during checkout or contact our support team for more details.

9. Bulk Discounts

Yes, we offer bulk purchase discounts for corporate and large orders. Please contact our sales team for pricing details and eligibility.

10. Order Tracking

You can track your order by using the tracking number provided in your confirmation email. Alternatively, you may contact our customer support for updates.

11. Accepted Payment Methods

We accept major credit/debit cards, PayPal, and bank transfers. Some stores may also offer cash-on-delivery. Please check the available options at checkout.

12. International Shipping

Currently, we only ship within [Country]. International shipping is not available at this time.

13. Order Cancellation

Orders can be canceled within 24 hours of purchase, provided they have not been shipped. Please contact our support team as soon as possible for cancellation requests.

14. Membership Benefits

Our membership program offers exclusive discounts, early access to promotions, and reward points on every purchase. Sign up today to enjoy these benefits!

15. Store Locations

We have multiple store locations across the city. Visit our website's store locator to find the nearest branch.

16. Customer Service Hours

Our customer service team is available from Monday to Friday, 9 AM - 6 PM. Weekend and holiday support may vary.

17. Order Modifications

Once an order is confirmed, changes can only be made within 24 hours. Please contact customer support immediately for modifications.

18. Password Reset

To reset your password, click on 'Forgot Password' on the login page and follow the instructions to create a new password.

For any further inquiries, feel free to reach out to our customer service team. Thank you for shopping with us!