# Frequently Asked Questions (FAQs)

**1. Orders & Payments**

**Q: How do I place an order?**

A: Simply browse the website or app, add items to your cart, and proceed to checkout. Choose a payment method and confirm your order.

**Q: What payment methods do you accept?**

A: We accept credit/debit cards, net banking, UPI, wallets, and cash on delivery (COD) for eligible locations.

**Q: Can I modify or cancel my order after placing it?**

A: Orders can be modified or canceled before they are shipped. Visit **"Your Orders"** in your account to check the status and make changes.

**2. Shipping & Delivery**

**Q: How long does delivery take?**

A: Delivery times depend on the shipping method and your location. Standard delivery takes **3-7 days**, while express delivery can arrive within **1-2 days**.

**Q: How can I track my order?**

A: Go to **"Your Orders"** in your account and click on the tracking link for real-time updates.

**Q: What should I do if my order is delayed?**

A: If your order is delayed beyond the estimated delivery date, please check the tracking details or contact customer support for assistance.

**Q: Do you offer same-day or one-day delivery?**

A: Yes! **Same-day or one-day delivery** is available in select cities for eligible products.

**Q: What happens if I miss my delivery?**

A: Our delivery partner will attempt **re-delivery the next day**. If missed again, the package may be returned to the seller.

**3. Returns & Refunds**

**Q: How do I return an item?**

A: Visit **"Your Orders"**, select the item you want to return, and choose the return reason. Follow the instructions to schedule a pickup.

**Q: What is your return policy?**

A: Most items can be returned within **7-30 days** of delivery, depending on the category. Some items, like perishable goods and hygiene products, are non-returnable.

**Q: When will I receive my refund?**

A: Refunds are processed within **5-7 business days** after the return is received and inspected.

**Q: Can I exchange an item instead of returning it?**

A: Yes, exchanges are available for eligible products. Select the exchange option when requesting a return.

**4. Account & Customer Support**

**Q: How do I reset my password?**

A: Click on **"Forgot Password"** on the login page and follow the instructions to reset it.

**Q: How do I contact customer support?**

A: You can reach us via **live chat, email, or phone**. Visit the **Help Center** on our website for assistance.

**Q: How do I update my address or payment details?**

A: Go to **"Your Account" > "Address Book"** to update addresses or **"Payment Methods"** to update card details.

**5. Offers & Memberships**

**Q: How can I check for discounts and offers?**

A: Visit the **"Deals & Offers"** section or enable notifications to get updates on discounts.

**Q: What is the benefit of a premium membership (like Amazon Prime)?**

A: Premium members enjoy **free & faster shipping, exclusive discounts, early access to deals, and streaming services**.

**Q: How do I cancel my membership?**

A: Go to **"Your Account" > "Memberships"**, select your subscription, and choose **Cancel Membership**.

**6. Seller & Product Queries**

**Q: How can I sell products on your platform?**

A: Visit the **Seller Registration** page, sign up as a seller, list your products, and start selling!

**Q: How can I verify if a product is genuine?**

A: Check the **seller ratings, customer reviews, and product authenticity badges** before purchasing.