

1. Orders & Payments

Q: How do I place an order?

A: Simply browse our collection, select your preferred item, choose the size and any variant (colour/pattern) if applicable, then click “**Add to Cart.**” Once you’re ready, proceed to checkout, fill in your shipping details, choose a payment method, and confirm your order. You’ll receive an order confirmation email or SMS once payment is successful.

Q: What payment methods do you accept?

A: We accept multiple payment methods to make your shopping easy: debit/credit cards (Visa, MasterCard, etc.), online bank transfers, and Cash on Delivery (COD) if available in your area. All payments are secured using SSL encryption.

Q: Is my payment information secure?

A: Yes — we use industry-standard encryption (SSL) on our checkout page. Your card or bank details are never stored in plain text on our servers, and we comply with payment-gateway security protocols to protect your data.

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

A: Changes or cancellations are possible *only* if your order hasn’t yet been shipped. Please contact our customer support as soon as possible with your order number and desired change. Once the order is in transit, we may not be able to cancel it, but you can go ahead with the return/exchange process once delivered.

2. Shipping & Delivery

Q: Do you deliver all over Pakistan / internationally?

A: Yes, we deliver all over Pakistan (or your target market). *International shipping may be available* — please check our “Shipping & Delivery” page for details and possible additional charges.

Q: How long will it take for my order to arrive?

A: Standard processing time is 1-2 business days after payment confirmation. Delivery usually takes **3-5 business days** for major cities; for remote or rural areas, it may take longer. If you select expedited shipping, the delivery time will be shorter (as specified at checkout).

Q: How can I track my order?

A: Once your order is dispatched, you’ll receive a tracking code via SMS/email. You can use that to track your parcel on the courier’s website or our website’s “Track Order” page.

Q: What happens if my package is lost or damaged during transit?

A: If you notice any damage to the package or items inside upon delivery, please *do not accept it* or allow the courier to note the damage. Then contact us immediately with photos & order

number. We will investigate with the courier and initiate a replacement or refund as per our policy.

3. Sizing & Fit

Q: What size should I order?

A: We provide a detailed size chart on each product page, listing measurements (inches or cm) for bust, waist, hips, length, etc. If you are between sizes, we usually recommend opting for the **larger size** for better comfort. Also note: fabric types and cut may affect fit — we mention in the product description if the item runs small or large.

Q: Are your clothes true to size?

A: Generally, yes, our garments follow standard sizing. However, because styles vary (e.g., fitted vs. relaxed), some items may fit differently. Always check the size guide and product description to ensure the best fit. Transparent sizing info helps reduce return.

Q: What if I don't get the right fit?

A: If the item doesn't fit as expected, you may be eligible for an exchange (subject to condition, see Returns & Exchanges section). Please follow our exchange instructions promptly after receiving the item.

4. Returns & Exchanges

Q: What is your return/exchange policy?

A: You may return or exchange unworn, unwashed items in the original condition and with tags intact within **7 days** of delivery (or longer if specified). Sale items or items marked “Final Sale” may not qualify for return or exchange — please check each product's terms.

Q: How do I initiate a return or exchange?

A: Visit our “Returns & Exchanges” page or contact our customer support with your order number, item you wish to return/exchange, and reason. We'll guide you through the process, provide an authorization if needed, and give instructions on shipping (who bears cost, etc). Note: items must be securely repackaged and shipped back to us within the timeframe.

Q: Who pays for return shipping?

A: Unless the item is defective or wrong, the customer is generally responsible for the shipping cost of returning the item. Exchanges may be free of shipping cost (check policy). Clear return-policy reduces customer uncertainty.

Q: When will I receive my refund?

A: Once we receive and inspect the returned item and it meets our criteria, we will process your

refund. Refunds to card/bank may take 5–10 business days depending on your bank. Exchange shipments are processed as soon as the return is accepted.

5. Product & Quality

Q: Where are your clothes made?

A: Our garments are proudly designed and manufactured in Pakistan. We work with vetted factories/partners to ensure quality and ethical production.

Q: What fabrics/materials do you use?

A: We use premium fabrics such as cotton lawn, chiffon, linen, silk blends, and high-quality synthetics depending on the style. Each product page will mention the exact fabric composition (e.g., 100% cotton, 70% silk / 30% viscose). Proper fabric information helps set expectations and minimize returns.

Q: Do you restock sold-out items?

A: Yes, many popular styles are restocked depending on demand and production schedule. On sold-out items you may see a “Notify Me” button — click it to get an email alert when it’s back in stock.

Q: How do I care for my garment?

A: Each item has care instructions on the label (e.g., machine wash cold, gentle cycle, hang-dry, iron on low). For delicate fabrics (silk, chiffon) we recommend hand-washing or dry-cleaning. Proper care extends garment life and preserves quality.

6. Discounts, Promotions & Gift Cards

Q: Do you offer any discounts or promotions?

A: Yes — we periodically run seasonal sales, offer promotional codes to newsletter subscribers, and have special offers for first-time customers. Check our homepage banner, newsletter, or social media for the latest deals.

Q: How can I use a discount code?

A: At checkout, you’ll see a field labelled “Promo Code” (or “Discount Code”). Enter your code exactly (including any hyphens or uppercase letters). After applying, your order’s total will update. One code per order, unless specified otherwise.

Q: Do you have gift cards or gift wrapping?

A: We offer digital gift cards of various denominations which can be purchased and sent by email. Gift wrapping is available at checkout for a small additional fee (or free if your order exceeds a threshold).

7. Account, Privacy & Security

Q: Do I need to create an account to order?

A: You can optionally create an account to keep track of your orders, save shipping addresses, view past purchases and manage returns. However, you can also checkout as a “Guest” without registering.

Q: What is your privacy policy and how do you protect my data?

A: We treat your personal information with utmost care. We only collect data necessary for order processing (name, address, contact, payment info). We do not share your personal data with third-parties for marketing (unless you opt-in). Our full privacy policy is available on the “Privacy Policy” page.

Q: Will I receive marketing emails? How do I unsubscribe?

A: If you opt-in during checkout or on our site, you’ll receive occasional marketing emails about new arrivals, promotions or events. To stop receiving marketing emails, simply click the “Unsubscribe” link at the bottom of any email or adjust preferences in your account. We do not send recurring promotional emails without opt-in.

8. Contact & Support

Q: How can I contact customer support?

A: You can reach us via:

- Live chat on the website (available during support hours)
- Email at [support@ZarqaaCloset.com]
- WhatsApp/phone at [0333-5119087]

Our support team is available Monday to Saturday, 09:00 AM to 08:00 PM (local time)
— we strive to respond to all queries within 24 hours.

Q: What if my question isn’t listed in the FAQ?

A: No problem! If you couldn’t find the answer you were looking for, please contact our support team (via the channels above). We’re happy to help — and we may update our FAQ section with your question so future visitors benefit too.

9. Miscellaneous / Brand & Sustainability

Q: Are your products sustainable / ethically made?

A: We are committed to ethical and sustainable production: our fabrics are sourced from trusted suppliers, our manufacturing partners follow labor standards, and we aim to minimize waste and

packaging. You can read more about our sustainability efforts on our “About Us” or “Sustainability” page.

Q: Do you offer wholesale or bulk purchases?

A: Yes — if you are interested in buying in bulk for corporate gifting, boutiques or events, please get in touch with us via wholesale@ZarqaaCloset.com and we'll provide custom pricing and terms.