

# Deliveries & Returns

We strive to give all our customers a great online shopping experience. However, in case you face any issue with a product or its size, we offer you an exchange on the order or article within 14 days from the date of purchase/delivery. You can reach our customer care via call or email at [cs@piecyfer.com](mailto:cs@piecyfer.com) for any of the product-related complaints, by providing the purchased item, invoice, and tags intact with it in its original packaging and unused condition.

**NOTE: The exchange/return policy is applicable on items sold at the actual price and it is not applicable to the items sold during any special promotion or at a discounted price. Damages due to negligence, improper usage, or handling will not be covered under the exchange policy. Moreover, the exchange will be subject to the availability of items in our stock. Change of mind is not applicable.**

**Exchanges and returns are not accepted on fragrances unless the item is damaged.**

## Local Orders

Usually, it takes about **4-5 working days** for the order to be delivered. However, during our **Sale Period**, the shipping may take **7-10 working days**. Delivery Charges of Flat Rs.199 apply on all orders. However, delays in transit are possible due to uncontrollable conditions or circumstances.

## Packages Lost In Transit

It may take up to 4-5 days to investigate any of the related complaints, to locate the package or issue/offer a replacement.

## Product Is Damaged or Stolen In Transit

A product is considered damaged if it is received with fabric torn or harmed physically due to mishandling or otherwise. A product is considered stolen if the package is received in a bag with a damaged seal, either empty or with less number of articles as compared to those ordered. In either case, you may contact our Customer Care within 14 days from the date of receipt. We are going to investigate the issue and may ask you to provide a digital picture of the received package/parcel to qualify your claim or compensate for the loss.

## Price & Taxes

All the prices on our website are inclusive of sales tax, in accordance with applicable tax laws of Pakistan.

## Features of Refund and Exchange Policy

If you choose to exchange an item for reason of a mismatch of size or receipt of a defective item, you will be provided with a replacement of the item, free of cost. Moreover, Refund is not applicable on local orders. However, an exchange is subject to the availability of the item in our stock. Exchange/ replacement for goods or merchandise is subject to inspection by our QA team. For more information and details about Refund and Exchange, kindly visit our FAQ page or call our Customer Care (Monday to Saturday / 10:00 AM – 06:00 PM- PST)

## Refund and Exchange policy for piecyfer Beauty

The products must be in its original sealed packaging, no tags should be removed. The exchange will only be done under these circumstances if followed no policy is applied to it. The parcel would be examined at our warehouse afterward the claim shall be proceeded for the exchange services. Exchanges and returns are not accepted on fragrances unless the item is damaged. Change of mind not applicable.

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## International Orders

Once an order is placed, the payment is validated by relevant authorities and then forwarded to the processing department. Usually, it takes about **1-2 working days** for the order to be processed. Once processed, it takes another 4-6 days for order to be shipped. However, during our **Sale Period** the shipping may take **8-12 working days**. Only bank transfer or Credit/Debit Cards payment mode is available, no Cash on Delivery (COD) method is available at the moment.

## International Shipping Rates

Shipping charges are calculated for the destination, size, and weight of your order (shipping charges may vary subject to logistic service provider and other factors)

## Custom duties & Import Taxes

Unfortunately, we have no control over international customs duties or taxes. Any of the custom duties, taxes or import charges on international orders as levied by the state will be borne by the customer.

### **Payment through Credit or debit card**

Orders placed through credit/debit card or any other online payment system has to undergo a thorough fraud check, and shall only be processed once cleared by our payment processor. The order shall be considered or cancelled if it fails to qualify the fraud check.

### **Order Cancellations**

Orders can be canceled upon the customer's request at any time before it is processed.

Piecyfer reserves the right to cancel orders for any reasons of the following reasons:

- Articles Out-Of-Stock
- Pricing Difference
- Shipping Cost Difference
- Technical Error

In case of a cancellation, the amount paid via bank transfer or credit/debit card shall be refunded within 20 days of receipt of the order.

### **Refund and Exchange Policy for International Customers**

Unfortunately, we are currently not offering refunds on international orders. However, we do offer exchange on purchased item within a period of 20 days provided the customer is willing to bear the overall shipping cost. Exchanges and returns are not accepted on fragrances unless the item is damaged. Change of mind is not applicable.

For custom duties and taxes on international orders, please refer to our [Terms & Condition](#) page.

## **Modes Of Payment**

- Cash on Delivery
- Credit and Debit Card
- JazzCash
- Easypaisa

F.A.Q.

CASH ON DELIVERY

HOW DO I PAY CASH ON DELIVERY (COD)?

You Can Pay Through Cash On Delivery (COD) For Transactions Up To Rs. 30,000. Once All Items You Wish To Purchase Have Been Added To Your Cart, Follow The Steps Below To Pay With COD:

Click 'Proceed To Checkout.

Fill In The 'Billing Information' And 'Shipping Method' Forms

In The Payment Information Form, Select "Cash On Delivery"

Click On "Confirm Now." Note Your Order Number Which Will Be Provided To You At The "Thank You" Page

Your Package Will Be Delivered Via TCS Courier Before Or On The Expected Delivery Date

You'll Be Asked For The Required Amount In Cash At The Time Of The Delivery And Will Be Provided With A Receipt Along With Your Purchase.

ARE THERE ANY ADDITIONAL CHARGES FOR CASH ON DELIVERY FOR E.G. CASH HANDLING CHARGES?

There Are No Additional Charges For Cash On Delivery.

In how many destinations is this service available?

The COD Service Is Available All Over Pakistan. COD Is Not Available Internationally.

If there are multiple items ordered, will they be delivered at the same time? If not, then will the payment be in portions or otherwise ?

In Cases Where Multiple Items Are Ordered, Typically We Ship All The Items In One Package. The Payment For The Order Will Always Be In Full At The Time Of Delivery. Customers Will Be Notified In Case Of Any Exceptions, And Payments Will Be Adjusted Accordingly.

Do shipping charges vary with the weight of the order?

As Per Courier Arrangements, The Shipping Cost Increases With The Order's Weight. Piecyfer Charges A Flat Shipping Fee Of Rs. 199 On All Orders. Please See The Estimate In Your Cart After Adding Products For International Shipping Rates.

How many times will the courier agent attempt to deliver my order in case I am unavailable to receive it?

Our Delivery Agents Make Two Attempts To Deliver A Parcel. Kindly Ensure That The Address, Country And Area Code Is Mentioned Clearly While Placing An Order. On The Second Failed Attempt, The Item Will Be Returned To Us.

#### DELIVERY OF ORDER

What is the delivery time ?

Order Delivery Takes 3-5 Days, Depending On The Size And Availability Of The Product. Orders Are Processed Before 4 PM On A Working Day And Are Generally Scheduled For Delivery The Following Working Day.

What could be the reasons of delayed delivery of my order?

Timely Delivery Is Subject To Availability Of Stocks And Payment Authorizations. In Certain Cases, We Might Request For Some Form Of Payment Verification Or Source In Order To Process The Order.

What are the delivery charges ?

Shipping Charges Depend On The Delivery Location And Package Weight. piecyfer Charges A Flat Shipping Fee Of Rs.199 On All Orders.

Is there any possibility of splitting the order in case of un-availability of part of the order ?

We Typically Ship All Items In One Order Together. Customers Will Be Notified In Case Of Any Exceptions And Payments Will Be Adjusted Accordingly.

How do I check the delivery status ?

All Items Sold On piecyfer Are Delivered Through Reputed Courier Partners. You Will Be Provided A Tracking ID For Your Order Through Email. You May Also Track The Status Of Your Order On Our Website With The Help Of The Order ID Provided To You At The Time Of Order Placement.

## PAYMENTS

How shall I make a payment ?

Following Are The Payment Options Available For Your Convenience:

Cash On Delivery (COD)

Cards (Visa Debit/Credit, Master Debit/Credit, American Express)

Bank Account Transfer

Western Union/Money Gram

Is it safe to use my credit/debit card to make payments ?

Absolutely. All Payment Information Submitted By Our Customers Is Encrypted And Is Kept Secure And Confidential. Only Authorized Personnel Have The Right To Access This Information. At No Point Will We Share, Rent Or Sell Your Personal Information.

Can I make payment in cash ?

Yes. Our Cash On Delivery (COD) Service Enables You To Do That.

## SHIPPING

Does the price of the order include shipping ?

The Final Payment Amount Charged Will Include These Charges. Additionally, Piecyfer Provides Shipping On All Orders Within Pakistan For Just PKR 99.

What are the shipping charges ?

Flat shipping charges of Rs.199 apply on every local order.

Is every item eligible for international shipping ?

All items available on our website are shipped both locally and internationally.

How much time do you take to ship internationally ?

It normally takes us 4-5 working days to deliver international orders.

Does the order shipped abroad include any additional duties or taxes?

Typically, there are no additional charges. However on certain occasions where international orders are withheld by the local customs office, additional duties and taxes are to be borne by the customer.

What manner of shipping do you use?

We ship all over Pakistan through our courier partners TCS.

## ACCOUNT CREATION

How do I register myself ?

Registering With piecyfer.com Is Easy. You Can Create A Unique Account By Going Through The Following Steps:

Click On The “LOGIN” Sign Found On The Top Right Of The Home Screen

Click On The “Sign Up” Tab Found On The “Customer Login” Screen.

Enter Your Unique Information On The Account Creation Page.

Click On The “Sign Up” Tab For Account Creation.

What if I forget my password, how will I retrieve it ?

Please click on “Forgot Password” which is available at the sign-in page. Enter your email address and click on “Submit”. A set of instructions to re-set your password will be sent to your registered email. After your credentials have been verified, you will be able to create a new password.

Is there any verification code to get the order through ?

After you have placed the desired order, a verification email will be sent to the email address you provided. Order will be confirmed once you confirm your email address. We also follow up on each order by calling the customer on the provided phone number. This process only helps us to improve our delivery system.

How will I view my order details and history ?

Please sign-in to “My Account” to view your order history. Click on the order you wish to view to see the details.

Do I need to keep my account information up to date ?

Yes! Updating your account will help us identify the right products that you may be interested in. Also, by keeping all your information up to date you won't have to re-enter your details when shopping online, hence making the process easier for you.

How do I know that my order has been confirmed ?

Once you have placed an order, you will receive a confirmation email from us. However, the order would be shipped only when payment verification is complete (in case of online payments) or telephonic verification of shipping address has been carried out (in case of Cash On Delivery).

Can I order a product that is out of stock ?

Unfortunately, products listed as "Out of Stock" or "Unavailable" are not available for sale.

How can I update/edit my shipping or billing address details ?

Please sign in and click on "My Account". You will be able to edit/update your particulars in your account and save them for future orders. If you wish to change the delivery address for a placed order, please contact our customer service immediately. We will make the requested changes if the order has not been processed.

What are the benefits of signing up with you ?

By Signing Up An Account With Piecyfer.Com, You Will Be Able To Access And Manage Your Account Information Easily. This Includes:

Changing Your Password

Updating Your Billing Or Shipping Address

Checking Your Order Status

Viewing Your Complete Order History

Managing Your Email Preference Settings (E.G. Choose Whether To Receive Emails From Magento-504993-1602064.Cloudwaysapps.Com)

Update Address Book

PRICING

Are the prices mentioned on your website for stitched and un stitched suits ?



Prices are mentioned against all products available online. Our website helps you differentiate between stitched & unstitched products.

How will I know how much my order costs ?

You will get to know the complete cost for your order at the checkout page.

In what currency are the prices displayed in ?

Prices on our website are displayed in PKR and USD.

Is the pricing policy the same as retail stores ?

Please note that the pricing policy differs for each delivery destination and country. Prices listed on the website are final for the purposes of online transaction.

Are your prices negotiable ?

All prices on the website are final.

## PLACING THE ORDER

How can I place an order ?

Follow These Guidelines To Purchase Any Product(S) From The Piecyfer Website.

Click On The Product That You Are Interested In.

Choose The Size Of The Product.

Click The 'ADD TO CART' Button On The Right.

Now You Can Continue Shopping Or Check Your Shopping Cart's Contents By Clicking On The Cart Icon In The Upper Right-Hand Corner.

When You Click On The Shopping Bag Icon, Its Content Will Appear On The Screen. To Place An Order, Click "PROCEED TO CHECKOUT".

How can I check the status of my order ?

We have an order tracking tool added at the top of our website, where you can insert your Order ID and get the latest update regarding the status of your order. You can also call us at our Call Center, where our representatives are ready to serve you.

Can I cancel my order ?

You can cancel your order within 24 hours. We typically ship orders by 1 pm on the next working day after the order is placed.

How do I complete or check out of an order ?

Once Your Shopping Cart Has All The Items That You Wish To Purchase, It's Time To Checkout By Making Payments And Entering Your Delivery Address. This Is Made Much Easier If You've Already Registered With Picyfer.Com. You'll Be Asked To Enter Information For:

Billing Information.

Payment Information

Billing Information

If You've Signed In To Picyfer.Com, The Billing Information Will Already Be Entered Into The Billing Information Screen.

If You Haven't Registered With Picyfer.Com, You Will Be Required To Enter Your Name And Address. You'll Also Have An Easy Option To Register At This Point In If You Like.

At The Bottom Of Both Screens, There Will Be An Option To 'Ship To This Address' Or 'Ship To A Different Address'. This Is Important If You Like To Pay With A Credit Card And Need To Ship Your Product To An Address Different To The One Linked To Your Bank Information. If You Select 'Ship To A Different Address' You'll Be Taken To A Similar Screen Titled 'Shipping Information' Where You'll Enter The Address Where You Want The Product Shipped To. Once You're Done Entering The Required Information, Click On The Continue Button.

How will I know that you have received my order ?

Once your order has been logged, you will receive an email containing the details of your order. In this mail you will be provided with a unique Order ID, listing and price of the item(s) you have ordered and the expected delivery time.

Can I add items to the existing order ?

Unfortunately, it is not possible to combine orders or add items to an existing order once the order has been processed.

From where can I place my order ?

You can order from all over the world on [piecyfer.com](http://piecyfer.com)

Can I pre-order an item ?

You can only order items that show as “Available” on our website.

## RETURNS/EXCHANGE

What is your return or exchange policy ?

All items can be returned within 14 days free of charge if product is un used and its not on any promotions. All items must be in their original condition with the original tags and tickets.

No returns are acceptable internationally.

If there is any defect in the order what would be done next ?

In Case An Item Is Found To Be Faulty Or Damaged, The Customer Will Have To Send The Defective Product Back To Piecyfer. Upon Receipt, Piecyfer Shall Issue A Replacement Against The Product Mentioned In The Invoice.

Replacement Will Be Sent In Case A Defected/Faulty/Damaged Item/Product Is Shipped Internationally. You Will Be Required To Email Photographic Evidence Of The Defective Item At [Cs@Piecyfer.Com](mailto:Cs@Piecyfer.Com) Before Any Claims Can Be Processed

In which cases are returns not possible ?

There Are Certain Scenarios Where It Is Difficult For Us To Support Returns. Write To Us At [CS@Piecyfer.Com](mailto:CS@Piecyfer.Com) In Case You Want To Raise A Dispute. Piecyfer.Com Looks At Each Dispute On A Case-By-Case Basis And Tries To Be Fair To Both Parties. Write To Us If:

Return Request Is Made Outside The Specified Time Frame

Product Is Damaged Because Of Use Or Product Is Not In The Same Condition As You Received It

Specific Categories Like Socks And Clothing Freebies

Defective Products That Are Covered Under The Manufacturer’s Warranty

Any Item That Has Been Used

Products With Tampered Or Missing Tags

Anything Missing From The Package You've Received Including Price Tags, Labels, Original Packing, Freebies And Accessories

Made-To-Order / Custom Order

Fragile Items, Hygiene Related Items

Can I return part of my order ?

Yes, In The Event That It Is Not A Satisfactory Product.

## Terms & Conditions

### TERMS & CONDITIONS

Usually, it takes about **4-5 working days** for the order to be delivered. However, during our **Sale Period**, the shipping may take **7-10 working days**. Currently, we are charging Flat delivery charges of Rs.199 on all orders. However, delays in transit are possible due to uncontrollable conditions or circumstances.

The usual turnaround time is about 1 week for orders outside Pakistan and 2 to 3 days within the country. However, delays in transit are possible due to conditions of the metropolitan or any other uncontrollable circumstances.

#### **Packages Lost In Transit:**

It may take up to 4-5 days to investigate any of the related complaints, locate the package, or issue/offer a replacement.

#### **Product Is Damaged Or Stolen In Shipping:**

A product is considered damaged if it is received with fabric torn or harmed physically due to mishandling or otherwise. A product is considered stolen if the package is received in a bag with a damaged seal, either empty or with less number of articles as compared to those ordered. In either case, you may contact our Customer Care within 14 days from the date of receipt. We are going to investigate the issue and may ask you to provide a digital picture of the received package/parcel to qualify your claim or compensate for the loss.

#### **Price & Taxes :**

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## **International Orders**

Once an order is placed, the payment is validated by relevant authorities and then forwarded to the processing department. Usually, it takes about **1-2 working days** for the order to be processed. Once processed, it takes another 4-6 days for the order to be shipped. However, during our **Sale Period**, the shipping may take **8-12 working days**. Only bank transfer or Credit/Debit Cards payment mode is available, no Cash on Delivery (COD) method is available at the moment.

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Shipping charges are calculated for the destination, size, and weight of your order (shipping charges may vary subject to the logistic service provider and other factors)

## **Custom duties & Import Taxes**

Unfortunately, we have no control over international customs duties or taxes. Any of the customs duties, taxes, or import charges on international orders as levied by the state will be borne by the customer.

## **Payment through Credit or debit card**

Orders placed through credit/debit cards or any other online payment system have to undergo a thorough fraud check, and shall only be processed once cleared by our payment processor. The order shall be considered or cancelled if it fails to qualify for the fraud check.

\*Credit Card orders required 48 working hours for verification from the bank.

## **Order Cancellations**

Orders can be canceled upon the customer's request at any time before it is processed.

Piecyfer reserves the right to cancel orders for any reasons of the following reasons:

- Articles Out-Of-Stock
- Pricing Difference
- Shipping Cost Difference

- Technical Error

In case of a cancellation, the amount paid via bank transfer or credit/debit card shall be refunded within 20 days of receipt of the order.

### **Refund and Exchange Policy for International Customers**

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## **Privacy Policy**

We take every possible step to ensure the privacy of all our customers is protected. We keep a thorough check as part of our privacy policy agreement to ensure the data is secured and is not used for any purpose other than the intended so as to keep our valued customers informed of all the latest promotions and offers.

### **Personal identification information**

We collect user's personal identification information in ways; however, not limited to our webpage registration form (comprising of fields including: name, email address, phone number and shipping address). We collect information when any user submit their information voluntarily and they can also refuse to give any information while engaging different activities or buying on our online shopping portal.

### **Non-personal identification information**

We collect non-personal identification information of customers when they visit us in stores and particularly online. The information is mostly related to their computers, browsers, internet providers, or operating systems etc. responsible for providing users connectivity to our website.

## **Web browser cookies**

We do not collect any “cookies” to enhance user experience until or unless they like to voluntarily submit or accept the cookies which they can refuse anytime by changing their browser settings.

## **Sharing your personal information**

We don't sell, rent or trade user's personal identification information and strictly condemn the sharing of such information with any affiliates, advertisers and vendors. We might share general information like demographics, gender which is not linked to any personal identification of any user.

## **Contacting us**

If you have any queries or concerns regarding this Privacy Policy, please contact us at [cs@piecyfer.com](mailto:cs@piecyfer.com)

## **Cookies :**

When you visit a website the “cookies” tend to store small amounts of data. The cookies cannot personally identify you; however, they can tell us about your computer settings and your internet connection e.g. your computer's operating system and platform, IP address, your browsing timing, your area location and your browsing patterns.

Hence once we have figured out which features you are interested in, we can modify our content according to your need. You do have the ability to accept or decline cookies by modifying your browser settings. Our website is viewable even if you disable the cookie function on your browser. However, if you disable cookies, some advanced and customized features will not be available to you.

Most internet browsers accept cookies automatically but you can always alter these settings to remove cookies and prevent the automatic acceptance as per your preference.

## **Security :**

As per our policy, all of your personal information – such as your name, postal or email addresses, telephone number and all other detail remain absolutely safe with our customer support team. The personal information that you provide us is stored in a secured location which is accessible only by the concerned staff, and is just used for the purposes set forth in this policy, such as to respond to any of your queries or to fulfil your order deliveries.





# Chatbot Questions, Privacy Policy, and eCommerce Rules

## Section 1: Chatbot Questions and Answers

Q: Hi

A: Hello! How can I assist you today?

**Q: How are you?**

A: I'm just a bot, but I'm functioning perfectly. Thanks for asking!

**Q: How are you doing today?**

A: I'm always at my best, ready to help you out!

**Q: How's your eCommerce store going on?**

A: The store is running smoothly, and we're seeing great customer engagement.

**Q: Can you tell me about your products?**

A: Sure! We offer a wide range of products, including electronics, clothing, and accessories.

**Q: What are your store hours?**

A: Our store is open 24/7 online, so you can shop anytime!

**Q: How can I contact support?**

A: You can reach out to our support team at [support@ecomstore.com](mailto:support@ecomstore.com).

**Q: Do you have discounts available?**

A: Yes! We frequently run promotions and discounts. Check our website for the latest deals.

## Section 2: Privacy Policy

We value your privacy and are committed to protecting your personal information.

This Privacy Policy outlines how we collect, use, and safeguard your information:

1. **Information Collection:** We collect personal data when you make a purchase, register, or contact us.
2. **Use of Information:** Your data is used to process orders, enhance user experience, and improve our services.
3. **Data Protection:** We implement security measures to ensure your personal information is secure.
4. **Cookies:** Our website uses cookies to improve functionality and user experience.
5. **Third-Party Sharing:** We do not sell or share your data with third-party companies without your consent.
6. **Your Rights:** You have the right to access, modify, or delete your personal information at any time.

### Section 3: eCommerce Rules and Policies

1. **Product Listings:** All product descriptions, prices, and availability are subject to change without notice.
2. **Pricing:** Prices are listed in the local currency and include applicable taxes.
3. **Payment:** We accept payments via credit cards, debit cards, and secure payment gateways.
4. **Shipping Policy:** Orders are shipped within 3-5 business days. Shipping costs may apply.
5. **Return Policy:** Products can be returned within 14 days of purchase if they meet our return conditions.
6. **User Conduct:** Users must not engage in fraudulent activities or abuse our services.
7. **Dispute Resolution:** Disputes will be resolved under the jurisdiction of our companys registered location.

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    "description": "Alpha Mens Fragrance 25ML - EBMF-Alpha 25ML",
    "price": 678,
    "stock": 15,
    "image": "images/pic18.jpg"
  }
},
{
  "model": "display.product",
  "fields": {
    "name": "Anima Women",
    "description": "Anima Women's Body Mist - EBWM-Anima 75ML",
    "price": 6789,
    "stock": 15,
    "image": "images/pic19.jpg"
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  "model": "display.product",
  "fields": {
    "name": "Body Mist",
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"price": 100,  
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