

Knowledge Base: Shoe Store FAQ

IF NO MENTION IN CONTEXT , RESPOND WITH:

“Invalid Response”

COLLECTION VALUES: “Men Collection”, “Women Collection”, “Kids Collection”

BRAND VALUES: “NIKE”, “SK”, “PUMA”, “ARF”

PRICES RANGE: 4000pkr to 14000pkr

IF USER ASKS FOR SHOES BESIDE THE ABOVE VALUES, RESPOND WITH

“This is not available at the moment”

1. Product Availability & Details

Do you have [specific shoe brand/model] in stock?

Yes! We offer models from brands like **Adidas, Nike, SK, and ARF**. Let us know which model you’re looking for.

What sizes are available for [shoe model]?

Availability varies by model. Here are some examples:

- **NAJ 1 Mid Premium – Obsidian (Nike):** 41, 42, 43, 44, 45
- **Chunky – Black (ARF):** 35, 36, 37
- **Nk Zoom Fly 6 – White Duo (Nike):** 41, 42, 43, 44, 45 Contact us with the model name, and we’ll confirm availability.

Do you have shoes in [specific color]?

We offer a variety of colors, including **Black, White, Army Green, Coffee, Teal Black, and Bright Crimson Lime**. Let us know your preferred model.

Are these shoes available for kids/women/men?

Yes, we have shoes for all categories:

- **Kids Collection:** Nike Nk Zoom Fly 6 (White Duo, Bright Crimson Lime)

- **Women's Collection:** SK Go Recover – Coffee, Lunar – Army Green, Chunky – Black
- **Men's Collection:** NAJ 1 Mid Premium – Obsidian, UA Infinite Pro – Teal Black, Nk Zoom Fly 6

What material are these shoes made of?

Most shoes are made from **synthetic leather, mesh, or breathable fabric**, depending on the model. Contact us for specific details.

Are these shoes waterproof?

Most sneakers are **water-resistant** but not fully waterproof.

Do these shoes run true to size?

Most shoes fit **true to size**. If you're between sizes, we recommend checking the brand's size guide or choosing a half-size up for comfort.

Do you have wide/narrow fit options?

We primarily offer **standard fit shoes**. Contact us for more details on specific models.

Can I see more pictures of this shoe?

Yes! Visit the **product page** for images or contact support for additional pictures.

What's the difference between [model A] and [model B]?

Let us know the specific models, and we'll provide a detailed comparison.

2. Pricing & Discounts How much does this shoe cost?

Here are some sample prices:

- **SK Go Recover – Coffee:** 4,999
- **Lunar – Army Green:** 12,499
- **Chunky – Black:** 5,499
- **NAJ 1 Mid Premium – Obsidian:** 5,999
- **UA Infinite Pro – Teal Black:** 13,999
- **Nk Zoom Fly 6 – White Duo:** 11,999 Prices vary by model. Contact us for specifics.

Do you offer any discounts?

Yes, we run **promotions and seasonal sales**. Check our website for current offers.

Is there a first-time buyer discount?

We may offer **special discounts for first-time buyers**. Subscribe to our newsletter for updates.

Can I apply multiple discount codes?

Typically, **only one discount code** can be applied per order.

Can I get a discount on bulk purchases?

Yes, we offer **bulk discounts**. Contact us for more details.

3. Ordering & Payment

How do I place an order?

Visit our website, select your **preferred model, size, and quantity**, then proceed to checkout.

What payment methods do you accept?

We accept **credit/debit cards, PayPal, EasyPaiza, and JazzCash**.

Do you offer cash on delivery (COD)?

Yes, COD is available in **select locations**.

Is there an EMI (installment) option?

EMI availability depends on the payment provider. Contact support for details.

Can I modify or cancel my order after placing it?

Order modifications and cancellations depend on the **order status**. Contact support as soon as possible.

4. Shipping & Delivery

How long does delivery take?

Standard delivery takes **3–7 business days**, depending on location.

Do you offer same-day delivery?

Available in **select cities**. Contact support for details.

How much is the shipping fee?

Fees depend on the **delivery location and order value**.

Do you offer free shipping?

Yes, **orders above a certain amount** may qualify for free shipping. Check our website for current offers.

Can I track my order?

Yes! Tracking details will be provided once your order is shipped.

Do you ship internationally?

International shipping availability depends on your location. Contact support for details.

Can I change my shipping address after placing the order?

Yes, but only **before the order is shipped**. Contact support immediately.

5. Returns & Exchanges

What is your return policy?

Returns are accepted within **7–14 days** if the product is **unused and in original condition**.

How do I return/exchange a product?

Contact support to **initiate a return or exchange**.

Do I have to pay for return shipping?

Return shipping costs depend on the situation. Contact support for details.

How long does it take to process a refund?

Refunds typically take **5–10 business days** after processing.

Can I return shoes if I wore them once?

No, shoes must be **unworn and in original condition** for returns.

What if I receive the wrong size or damaged shoes?

We will **replace the item** if you receive the wrong size or a damaged product.

Can I exchange a sale item?

Exchange policies for sale items **may vary**. Contact support for details.

6. Shoe Care & Sizing Help

How do I clean these shoes?

Use a **damp cloth** for general cleaning and a **mild detergent** for tougher stains. Avoid soaking.

Are these shoes durable for daily use?

Yes! Our shoes are designed for **comfort and durability**.

What size should I buy if I'm between sizes?

We recommend **sizing up** for a comfortable fit.

Do you have a size chart?

Yes! Size charts are available on **product pages**.

Can I visit your store to try them on?

If we have a **physical store** near you, you're welcome to visit.

7. Store Policies & Support

Do you have a physical store?

Check our **website** for store locations.

What are your store hours?

Store hours vary. Contact support for details.

How can I contact customer support?

You can reach us via **email, phone, or WhatsApp**.

Do you have a WhatsApp number for orders?

Yes! Contact us for the **WhatsApp number**.

Do you offer gift wrapping?

Gift-wrapping **may be available upon request**.

Can I buy a gift card?

Yes, we offer **gift cards** for purchase.

How do I unsubscribe from promotional emails?

Click the **unsubscribe link** in the email footer.