**Frequently Asked Questions (FAQs) – Ink n Dyes**

**1. What is Ink n Dyes?**

Ink n Dyes is a digital-first platform that connects weavers, suppliers, and buyers across the textile ecosystem. We focus on sustainable yarns, innovative dyeing techniques, and promoting traditional crafts through modern tools.

**2. What products can I find on Ink n Dyes?**

You can shop for premium yarns, natural and chemical dyes, handwoven fabrics, and eco-friendly dyeing services from verified suppliers and artisans.

**3. How do I place an order?**

Browse through our collections, select your desired product, add it to your cart, and proceed to checkout. You’ll receive confirmation and tracking info via email/SMS.

**4. Do you offer sample orders?**

Yes, many suppliers on our platform offer sample orders. Look for the “Sample Available” tag on product listings or filter your search accordingly.

**5. What is Ink n Dyes Studio?**

Studio is our interactive content space where experts, influencers, and artisans share curated collections, educational videos, and product demos. You can shop directly from these content pieces.

**6. What is Ink n Dyes Live?**

It’s a live-streaming experience featuring product walkthroughs, dyeing demos, Q&A sessions, and more. Products highlighted during a session can be purchased in real-time.

**7. How can I become an influencer or content partner?**

If you're a weaver, textile expert, or content creator, visit our **Partner With Us** page and apply to join our Influencer Program.

**8. What payment methods are accepted?**

We accept UPI, credit/debit cards, net banking, and select wallet options. For large B2B orders, bank transfers are also available.

**9. Is Cash on Delivery (COD) available?**

COD is currently available on select products and regions. You can check availability at checkout.

**10. How long does delivery take?**

Standard delivery takes 5–7 business days. Handmade and custom-dyed orders may take longer. Estimated delivery time is displayed on each product page.

**11. Can I return or exchange a product?**

Yes, we offer a 7-day return policy for most items, except custom-dyed and made-to-order products. Please check individual product return conditions.

**12. Is there a quality guarantee?**

All products undergo strict quality checks and are certified by our in-house verification team. You’ll find quality certifications listed in the product details.

**13. Do you support bulk or B2B orders?**

Yes! We work closely with designers, brands, and manufacturers. Please contact our B2B team for custom pricing and delivery options.

**14. How can I track my order?**

Once your order is shipped, you’ll receive a tracking link via email or SMS. You can also check order status under “My Orders” in your account dashboard.

**15. Who do I contact for support or complaints?**

Reach our customer support team via inkndyes.com/contactus or contact our Grievance Officer directly for escalations.