Trendora Knowledge Base

# 1. About Trendora

Trendora is a modern e-commerce platform offering a curated selection of electronics, fashion accessories, home décor, and fitness gadgets. Based in India, Trendora serves customers worldwide with a focus on quality, affordability, and exceptional customer service.

# 2. Product Categories & Details

## 2.1 Electronics

Trendora offers the latest gadgets and devices, including smartphones, wireless earbuds, smartwatches, and portable speakers. All electronics are sourced from trusted manufacturers and come with a minimum one-year warranty.

* Example Products:
* • Trendora X1 Smartphone – 6.5-inch display, 128GB storage, 48MP triple camera, ₹24,999
* • SonicBuds Pro Wireless Earbuds – Active noise cancellation, 24-hour battery life, ₹4,999
* • WaveTrack Smartwatch – Heart-rate monitor, GPS, water-resistant, ₹7,499

## 2.2 Fashion Accessories

Our fashion accessories range includes watches, sunglasses, handbags, and jewelry, blending style with affordability.

* Example Products:
* • LuxeTime Leather Watch – Premium leather strap, stainless steel case, ₹3,499
* • AeroShade Aviator Sunglasses – UV400 protection, lightweight alloy frame, ₹1,299

## 2.3 Home Décor

From modern wall art to functional furniture pieces, Trendora's home décor products are handpicked to enhance your living space.

* Example Products:
* • ZenGlow Himalayan Salt Lamp – Warm ambient light, natural air purifier, ₹1,999
* • Nordic Bliss Coffee Table – Minimalist design, solid oak wood, ₹8,499

## 2.4 Fitness Gadgets

Trendora’s fitness range includes smart fitness bands, yoga mats, resistance bands, and home workout kits.

* Example Products:
* • FlexiBand Resistance Set – 5 levels of resistance, latex-free, ₹999
* • FitTrack Pro Fitness Band – Step tracking, calorie count, sleep monitor, ₹2,999

# 3. Frequently Asked Questions

* Q: What is the delivery time for international orders?

A: International deliveries take between 7-15 business days depending on the destination.

* Q: Do you offer cash on delivery for international orders?

A: Currently, Cash on Delivery (COD) is available only for domestic orders within India.

* Q: Are your electronics covered by warranty?

A: Yes, all electronics come with a minimum one-year manufacturer warranty.

* Q: How can I track my order?

A: Once your order is shipped, you will receive a tracking link via email and SMS.

* Q: Do you offer gift wrapping services?

A: Yes, gift wrapping is available at checkout for a small additional fee.

# 4. Policies

## 4.1 Shipping Policy

Trendora ships globally from India. Domestic orders are delivered within 3-7 business days, while international orders take 7-15 business days.

## 4.2 Return Policy

Returns are accepted within 14 days of delivery for unused products in original packaging. Electronics must be returned with all accessories and warranty cards.

## 4.3 Payment Policy

We accept credit/debit cards, UPI, net banking, PayPal, and COD (for domestic orders only).

## 4.4 Warranty Policy

All electronics are covered by a one-year warranty. Warranty claims require the original invoice.

# 5. Contact Information

Customer Support Email: support@trendora.com  
Phone: +91-9876543210  
Live Chat: Available on our website from 9 AM to 9 PM IST