

## **FAQ - Payment Methods**

**Q: What payment methods are accepted?**

A: We accept credit/debit cards, net banking, UPI, and digital wallets.

**Q: Can I pay using cash on delivery?**

A: Yes, cash on delivery is available for select locations.

**Q: Is it safe to use my credit card online?**

A: Yes, we use secure encryption protocols to protect your payment information.

**Q: Can I use multiple payment methods for a single order?**

A: Currently, we support only one payment method per order.

**Q: Are there any additional charges for online payments?**

A: No, there are no extra charges for using online payment methods.

## **FAQ - Delivery Options**

**Q: What delivery options are available?**

A: We offer standard, express, and same-day delivery in select areas.

**Q: How long does delivery take?**

A: Standard delivery takes 3-5 business days, while express delivery takes 1-2 days.

**Q: Can I track my order?**

A: Yes, you will receive a tracking link once your order is shipped.

**Q: Do you deliver internationally?**

A: Currently, we deliver only within the country.

**Q: Can I change my delivery address after placing an order?**

A: Yes, you can change the address before the order is shipped.

## **FAQ - Returns and Refunds**

**Q: What is your return policy?**

A: You can return products within 7 days of delivery.

**Q: How do I initiate a return?**

A: Go to 'My Orders', select the item, and click on 'Return'.

**Q: When will I get my refund?**

A: Refunds are processed within 5-7 business days after the return is received.

**Q: Are there any items that cannot be returned?**

A: Yes, perishable goods and personal care items are non-returnable.

**Q: Can I exchange an item instead of returning it?**

A: Yes, exchanges are available for select products.

## **FAQ - Security**

**Q: Is my personal information secure?**

A: Yes, we use industry-standard encryption to protect your data.

**Q: Do you store my payment details?**

A: No, we do not store any payment information.

**Q: How can I ensure my account is secure?**

A: Use a strong password and enable two-factor authentication.

**Q: What should I do if I suspect fraud?**

A: Contact our support team immediately and change your password.

**Q: Are your mobile apps secure?**

A: Yes, our apps are regularly updated with the latest security patches.

## **FAQ - Discounts and Offers**

**Q: How can I find current discounts?**

A: Visit our 'Deals' section or subscribe to our newsletter.

**Q: Can I use multiple coupons on one order?**

A: Only one coupon can be applied per order.

**Q: Do you offer student discounts?**

A: Yes, students can avail special discounts after verification.

**Q: Are there seasonal sales?**

A: Yes, we have sales during major festivals and holidays.

**Q: How do I apply a promo code?**

A: Enter the promo code at checkout to apply the discount.

## **FAQ - Customer Support**

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

A: You can reach us via chat, email, or our toll-free number.

**Q: What are your customer service hours?**

A: Our support team is available 24/7.

**Q: Can I cancel my order through customer support?**

A: Yes, if the order hasn't been shipped yet.

**Q: Do you offer support in multiple languages?**

A: Yes, we support English, Hindi, and several regional languages.

**Q: Where can I give feedback?**

A: You can submit feedback through our app or website feedback form.