

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.