

Venmathi - A Customer Support Assistant

1. Order Placement

1. Browse the Shop section for products.
2. Click on a product to view details.
3. Add the product to your cart.
4. Proceed to checkout and fill in details.
5. Confirm payment and receive email confirmation.

2. Order Cancellation

1. Log in to your account.
2. Go to 'My Orders'.
3. Select the order to cancel.
4. Click 'Cancel Order' and provide a reason.
5. Refund processed if eligible.

3. Track Your Order

1. Visit the 'Track Order' page.
2. Enter Order ID and email.
3. Click 'Track'.
4. View live shipping status.
5. Contact support if delayed.

4. Accepted Payment Methods

1. Credit cards.
2. Debit cards.

3. UPI.
4. Net banking.
5. Digital wallets.

5. Shipping Duration

1. Ships in 2–5 business days.
2. Remote areas take longer.
3. Express available.
4. Tracking link sent post-dispatch.
5. Delay alerts sent via email/SMS.

6. Return Policy

1. Request within 7 days.
2. Product unused.
3. Original packaging intact.
4. Start return from 'My Orders'.
5. Refund after inspection.

7. Refund Timeline

1. Starts after inspection.
2. 5–7 business days.
3. Sent to original method.
4. Email confirmation given.
5. Contact for delays.

8. Product Authenticity

1. Handmade by artisans.
2. Verified craftsmanship.
3. Origin details shared.
4. Technique described.
5. Authenticity guaranteed.

9. Custom Orders

1. Fill custom request form.
2. Describe your needs.
3. Receive quote.
4. Approve and pay.
5. Production begins.

10. Gift Wrapping

1. Select at checkout.
2. Eco-friendly wrapping.
3. Add message.
4. Traditional fabric option.
5. Delivered gift-ready.

11. Bulk Orders

1. Contact support.
2. Share quantity needed.
3. Get special pricing.
4. Approve quote.
5. Arrange delivery.

12. Order Modifications

1. Possible within 2 hours.
2. Contact support quickly.
3. Provide order ID.
4. Confirm changes.
5. Receive updated invoice.

13. Damaged Items

1. Inspect on delivery.
2. Report within 48 hrs.
3. Send photos.
4. Request replacement/refund.
5. Receive resolution.

14. Lost Package

1. Track order regularly.
2. Contact if no updates.
3. Provide ID and email.
4. Courier investigation begins.
5. Refund/replacement given.

15. International Shipping

1. Available on select products.
2. Customs fees may apply.
3. Delivery time varies.
4. Tracking provided.

5. Duties are buyer's responsibility.

16. Festival Collections

1. Explore seasonal category.
2. Items for major festivals.
3. Limited editions available.
4. Pre-order early.
5. Gift bundles offered.

17. Artisan Profiles

1. Meet the makers.
2. View background stories.
3. Learn techniques used.
4. See photos of workshops.
5. Support their craft.

18. Craft Origins

1. Region of origin shared.
2. Historical context included.
3. Cultural relevance explained.
4. Art style described.
5. Preservation efforts noted.

19. Material Care

1. Follow care guide.
2. Avoid harsh cleaners.

3. Store properly.
4. Handle with care.
5. Maintain in good condition.

20. Eco-Friendly Packaging

1. Biodegradable boxes.
2. Recycled materials.
3. Minimal plastic use.
4. Eco inks for printing.
5. Reusable wraps.

21. Wishlist Feature

1. Click heart icon to save.
2. View wishlist anytime.
3. Share wishlist link.
4. Move items to cart.
5. Remove when no longer needed.

22. Loyalty Program

1. Earn points on purchases.
2. Redeem for discounts.
3. View balance online.
4. Bonus points on special days.
5. No expiry on points.

23. Out-of-Stock Items

1. Join waitlist.
2. Receive restock email.
3. Limited quantities on arrival.
4. Pre-pay to secure.
5. Popular items sell fast.

24. Product Sizes

1. Check size chart.
2. Compare with your measurements.
3. Read fitting notes.
4. Contact for guidance.
5. Choose accordingly.

25. Handmade Variations

1. Each item is unique.
2. Slight differences occur.
3. Color may vary.
4. Pattern placement differs.
5. Proof of handcrafting.

26. Order Invoice

1. View in 'My Orders'.
2. Download as PDF.
3. Print if needed.
4. Save for warranty.
5. Use for returns.

27. Multiple Addresses

1. Add addresses in profile.
2. Name each location.
3. Select at checkout.
4. Edit anytime.
5. Delete unused ones.

28. Secure Payments

1. SSL encryption used.
2. PCI-compliant processing.
3. No data sharing.
4. Fraud checks in place.
5. Safe online shopping.

29. Order Confirmation Email

1. Sent instantly.
2. Includes order ID.
3. Shows items purchased.
4. Contains payment details.
5. Has support contact info.

30. Account Creation

1. Click Sign Up.
2. Enter details.
3. Verify email.
4. Log in to shop.

5. Access order history.

31. Password Reset

1. Click 'Forgot Password'.
2. Enter email.
3. Receive reset link.
4. Create new password.
5. Log in again.

32. Newsletter Subscription

1. Sign up on website.
2. Receive updates.
3. Get special offers.
4. Learn about new launches.
5. Unsubscribe anytime.

33. Unsubscribing

1. Open newsletter email.
2. Scroll to bottom.
3. Click 'Unsubscribe'.
4. Confirm request.
5. Stop receiving emails.

34. Chat Support

1. Click chat icon.
2. Start conversation.

3. Share your query.
4. Get live help.
5. Save chat for records.

35. Email Support

1. Email support@indicraft.com.
2. Include order details.
3. Explain the issue.
4. Attach images if needed.
5. Wait for reply.

36. Phone Support

1. **Call +91-8610677504**
2. **Available Mon–Sat, 9 AM–6 PM.**
3. **Keep order ID ready.**
4. **Explain your issue clearly.**
5. **Follow instructions given.**

37. Event Participation

1. **Visit 'Events' page.**
2. **Browse upcoming workshops.**
3. **Register online.**
4. **Pay event fee if applicable.**
5. **Attend and enjoy.**

38. Corporate Gifting

1. **Email gifting@indicraft.com.**
2. **Share quantity and type of products.**
3. **Get special pricing.**

4. *Approve order and pay.*

5. *Receive bulk delivery.*

39. Shipping Restrictions

1. *Some items cannot be shipped internationally.*

2. *Fragile items may have limits.*

3. *Check product page notes.*

4. *Contact support for clarity.*

5. *Choose eligible items only.*

40. Pre-Order Items

1. *Available for select products.*

2. *Pay in advance.*

3. *Estimated shipping date shown.*

4. *Track order once dispatched.*

5. *No changes after order.*

41. Flash Sales

1. *Limited-time offers.*

2. *Announced via email.*

3. *Discounts apply at checkout.*

4. *While stocks last.*

5. *No returns on sale items.*

42. Combo Offers

1. *Bundle multiple products.*

2. *Automatic discount applied.*

3. *Shown in cart summary.*

4. *Save more per unit.*

5. *Limited-time availability.*

43. Regional Crafts

- 1. Explore by state.**
- 2. Learn about local artisans.**
- 3. View traditional techniques.**
- 4. Support regional economies.**
- 5. Buy authentic goods.**

44. Handloom Sarees

- 1. Made on traditional looms.**
- 2. Rich cultural heritage.**
- 3. Requires dry cleaning.**
- 4. Available in various patterns.**
- 5. Supports weavers.**

45. Terracotta Pottery

- 1. Made from natural clay.**
- 2. Eco-friendly product.**
- 3. Handle with care.**
- 4. Clean with soft cloth.**
- 5. Avoid harsh detergents.**

46. Brassware Care

- 1. Polish regularly.**
- 2. Avoid abrasive cleaners.**
- 3. Wipe dry after wash.**
- 4. Store in dry place.**
- 5. Maintain shine.**

47. Wooden Handicrafts

- 1. Keep away from sunlight.**

2. *Dust with soft cloth.*
3. *Avoid water exposure.*
4. *Apply polish occasionally.*
5. *Store in cool place.*

48. Textile Care

1. *Read care label.*
2. *Use mild detergent.*
3. *Avoid bleach.*
4. *Air dry in shade.*
5. *Store in fabric bag.*

49. Jewelry Maintenance

1. *Keep in dry box.*
2. *Avoid perfumes.*
3. *Clean with soft cloth.*
4. *Remove before bathing.*
5. *Store separately.*

50. Artisan Income Support

1. *Every purchase supports artisans.*
2. *Ensures fair pay.*
3. *Promotes sustainable work.*
4. *Encourages skill retention.*
5. *Helps rural communities.*

51. Heritage Revival

1. *Products preserve old skills.*
2. *Designs passed down generations.*
3. *Keeps traditions alive.*

4. *Attracts younger artisans.*
5. *Builds cultural pride.*

52. Ethical Sourcing

1. *Materials sourced responsibly.*
2. *No exploitation involved.*
3. *Supports eco practices.*
4. *Verified suppliers used.*
5. *Transparency maintained.*

53. Fair Trade Practices

1. *Fair wages paid.*
2. *Safe working conditions.*
3. *Community support provided.*
4. *No child labor.*
5. *Empowerment programs run.*

54. Festival Discounts

1. *Offered during major festivals.*
2. *Applies to select items.*
3. *Limited-time deals.*
4. *Auto-applied at checkout.*
5. *Watch email alerts.*

55. First-Time Buyer Offer

1. *Sign up to claim discount.*
2. *Code sent via email.*
3. *Apply at checkout.*
4. *Valid on first order only.*
5. *Cannot combine with others.*

56. Free Shipping Threshold

1. **Orders above set value.**
2. **Automatically applied.**
3. **See cart for eligibility.**
4. **Not valid on bulk orders.**
5. **Check promo terms.**

57. Partial Shipments

1. **Items may come separately.**
2. **Due to different sources.**
3. **No extra shipping cost.**
4. **Track each separately.**
5. **Email notifications sent.**

58. Tracking Updates

1. **Sent via email.**
2. **SMS alerts available.**
3. **Shows package movement.**
4. **Updated regularly.**
5. **Contact for missing updates.**

59. Delivery Instructions

1. **Add at checkout.**
2. **Specify safe location.**
3. **Mention time preference.**
4. **Courier will follow if possible.**
5. **Not guaranteed for all areas.**

60. Packaging Damage

1. **Inspect before accepting.**

2. *Take photos if damaged.*
3. *Report immediately.*
4. *Keep packaging as proof.*
5. *Request replacement/refund.*

61. Digital Gift Cards

1. *Buy online.*
2. *Delivered via email.*
3. *Choose amount.*
4. *Redeem at checkout.*
5. *Valid for 1 year.*

62. Return Shipping Cost

1. *Free for defective items.*
2. *Paid by customer for voluntary returns.*
3. *Shown at request stage.*
4. *Deducted from refund if applicable.*
5. *Non-refundable fee.*

63. Order Verification

1. *High-value orders verified.*
2. *Phone confirmation done.*
3. *ID proof may be needed.*
4. *Delays possible for checks.*
5. *Ensures fraud prevention.*

64. Community Blog

1. *Read craft stories.*
2. *Learn artisan tips.*
3. *See festival guides.*

4. *Cultural insights shared.*
5. *Updated monthly.*

65. Video Tutorials

1. *Linked on product page.*
2. *Shows usage ideas.*
3. *Easy to follow.*
4. *Learn maintenance.*
5. *Watch anytime.*

66. Craft Care Guides

1. *Download from product page.*
2. *Step-by-step tips.*
3. *Preserves quality.*
4. *Printable format.*
5. *Updated regularly.*

67. Workshops & Classes

1. *Browse schedule online.*
2. *Book seats early.*
3. *Pay workshop fee.*
4. *Learn from artisans.*
5. *Receive participation certificate.*

68. Artisan Interviews

1. *Featured on blog.*
2. *Learn their journey.*
3. *See their work process.*
4. *Hear their challenges.*
5. *Gain cultural insight.*

69. Behind-the-Scenes

- 1. Photos from studios.**
- 2. Crafting videos.**
- 3. Artisan stories.**
- 4. Material sourcing shown.**
- 5. Exclusive to members.**

70. Limited Editions

- 1. Very few pieces made.**
- 2. Not restocked.**
- 3. Marked on product page.**
- 4. High collector value.**
- 5. Order quickly.**

71. Seasonal Decor

- 1. Special decor items for festivals.**
- 2. Designed for seasonal themes.**
- 3. Handmade with care.**
- 4. Limited availability.**
- 5. Perfect for gifting.**

72. Eco Initiatives

- 1. Revenue supports eco projects.**
- 2. Uses green packaging.**
- 3. Promotes sustainable crafts.**
- 4. Partners with NGOs.**
- 5. Plants trees for every sale.**

73. Donation Option

- 1. Add donation at checkout.**

2. *Supports artisan welfare.*
3. *Amount is optional.*
4. *100% goes to cause.*
5. *Receipts provided.*

74. Gift Recommendations

1. *Curated lists for occasions.*
2. *Filter by price range.*
3. *See trending gifts.*
4. *Personalised suggestions.*
5. *Easy add-to-cart option.*

75. Customer Reviews

1. *Read verified reviews.*
2. *Post your feedback.*
3. *Rate product quality.*
4. *Share photos if possible.*
5. *Help other shoppers.*

76. Photo Uploads

1. *Upload product photos.*
2. *Show how you use it.*
3. *Add to your review.*
4. *Inspire other buyers.*
5. *Get featured online.*

77. Social Media Links

1. *Follow us on Instagram.*
2. *Like our Facebook page.*
3. *Join our Twitter updates.*

- 4. Share your purchases online.**
- 5. Tag us for repost.**

78. Collaborations

- 1. Partner with designers.**
- 2. Create unique products.**
- 3. Limited-run collections.**
- 4. Promoted via events.**
- 5. Available online only.**

79. Student Discounts

- 1. Valid ID required.**
- 2. Flat discount on select items.**
- 3. Not combinable with offers.**
- 4. Apply at checkout.**
- 5. Renew yearly.**

80. Senior Citizen Discounts

- 1. Age proof required.**
- 2. Special pricing on select goods.**
- 3. Valid year-round.**
- 4. Cannot combine with others.**
- 5. Easy claim at checkout.**

81. Refer & Earn

- 1. Invite friends via link.**
- 2. Friend gets discount.**
- 3. You earn store credit.**
- 4. Credits added after their purchase.**
- 5. No limit on referrals.**

82. Express Delivery

- 1. 2-day delivery option.**
- 2. Extra charge applies.**
- 3. Available in select cities.**
- 4. Not for fragile goods.**
- 5. Choose at checkout.**

83. Delivery Areas

- 1. Check pincode on product page.**
- 2. Shows availability instantly.**
- 3. Some items ship nationwide.**
- 4. Remote areas may be excluded.**
- 5. Contact for clarification.**

84. Backorder Policy

- 1. Place order before stock arrives.**
- 2. Pay upfront.**
- 3. Shipping date provided.**
- 4. No cancellation after order.**
- 5. Ships once stock is ready.**

85. Warehouse Locations

- 1. Multiple regional warehouses.**
- 2. Ships from nearest one.**
- 3. Reduces delivery time.**
- 4. Ensures product freshness.**
- 5. Supports local employment.**

86. Courier Partners

- 1. Trusted national couriers.**

2. *Regional delivery services.*
3. *Tracking numbers provided.*
4. *Real-time updates available.*
5. *Safe handling guaranteed.*

87. Bulk Discounts

1. *Special rates for large orders.*
2. *Price per unit drops.*
3. *Quotation provided.*
4. *Pay and confirm order.*
5. *Scheduled delivery available.*

88. Limited Time Offers

1. *Shown on homepage.*
2. *Changes weekly.*
3. *Save more on popular items.*
4. *Valid until stocks last.*
5. *Cannot combine with coupons.*

89. Store Credits

1. *Issued for certain refunds.*
2. *Use anytime online.*
3. *No expiry date.*
4. *Shown in account balance.*
5. *Cannot convert to cash.*

90. Price Matching

1. *If you find lower price.*
2. *Request within 7 days.*
3. *Provide proof.*

- 4. We adjust your bill.**
- 5. Applies to identical products.**

91. Currency Support

- 1. Prices in INR by default.**
- 2. Convert at checkout.**
- 3. Rates updated daily.**
- 4. Payment taken in INR.**
- 5. Bank may charge conversion fee.**

92. Language Support

- 1. Website in English.**
- 2. More languages planned.**
- 3. Language switch in menu.**
- 4. Support available in select languages.**
- 5. Updates posted online.**

93. Mobile App

- 1. Download from app store.**
- 2. Faster browsing.**
- 3. Exclusive app deals.**
- 4. Push notifications enabled.**
- 5. Easy order tracking.**

94. App Notifications

- 1. Real-time order updates.**
- 2. Sale alerts sent.**
- 3. Enable in settings.**
- 4. Customise alert types.**
- 5. Turn off anytime.**

95. Push Notifications

- 1. Available in browser.**
- 2. Instant deal alerts.**
- 3. Order status updates.**
- 4. One-click enable.**
- 5. Manage from browser settings.**

96. Data Privacy

- 1. Personal data kept safe.**
- 2. No sharing without consent.**
- 3. Encrypted storage.**
- 4. GDPR compliant.**
- 5. Privacy policy online.**

97. Terms & Conditions

- 1. Found in site footer.**
- 2. Read before buying.**
- 3. Covers order policies.**
- 4. Includes dispute rules.**
- 5. Updated periodically.**

98. Privacy Policy

- 1. Explains data use.**
- 2. Details storage security.**
- 3. Available online.**
- 4. Updated when needed.**
- 5. Transparent practices.**

99. Cookie Policy

- 1. Site uses cookies.**

2. *Improves browsing experience.*
3. *You can opt-out.*
4. *Policy linked in footer.*
5. *Updated for compliance.*

100. About Indicraft

1. *Platform for Indian handicrafts.*
2. *Connects buyers to artisans.*
3. *Focuses on authenticity.*
4. *Promotes cultural heritage.*
5. *Supports rural livelihoods.*