

AJ Creations - Shopping & Product Guide

Welcome to AJ Creations!

This guide will help you understand how to shop with us, care for your products, track your orders, and make the most of your AJ Creations experience.

1. How to Shop

Whether you shop **in-store** or **online**, we've made it simple:

- Visit our official website: **www.ajcreations.in**
- Browse through categories like **Clothing, Cosmetics, Candles, Soaps, and Decor**.
- Click on any item to view product details, price, and availability.
- Select your preferred size, quantity, and **add to cart**.
- Proceed to checkout and complete your purchase securely.
- You'll receive a **confirmation email and SMS** once your order is placed successfully.

2. Payment Options

We support a wide range of secure payment methods:

- **UPI** (Google Pay, PhonePe, Paytm)
- **Credit/Debit Cards** (Visa, MasterCard, RuPay)
- **Wallet Payments**
- **Net Banking**
- **Cash on Delivery (COD)**

All transactions are processed through **encrypted payment gateways** to ensure your data privacy and security.

3. Order Tracking

You can easily track your order anytime:

- After dispatch, you'll receive a **Tracking ID** via SMS and email.
- Visit **www.ajcreations.in/track-order** and enter your tracking ID.
- You'll see real-time updates until delivery.
- If there are any issues or delays, our support team is available 24/7 to help.

4. Product Care Instructions

To maintain the quality and life of your AJ Creations products, please follow these care tips:

Clothing: Hand wash separately or use a gentle cycle with mild detergent. Avoid direct sunlight for drying.

Candles: Keep away from fans and open windows; always trim the wick before lighting.

Soaps: Store in a dry area and avoid leaving them in standing water after use.

Cosmetics: Store in a cool, dry place. Keep containers tightly closed and avoid direct sunlight.

Decor Items: Clean gently using a dry or slightly damp cloth. Avoid harsh chemicals or abrasive materials.

5. Customer Support & Assistance

Our dedicated support team is here to ensure your satisfaction:

- **Email:** support@ajcreations.in
- **Phone:** +91-9876543210
- **Live Chat:** Available 24/7 on our website
- **Store Hours:** Monday to Saturday, 10:00 AM – 8:00 PM
- **Social Media:** Message us on Instagram or Facebook for quick responses

We value every customer and strive to provide quick, personalized assistance for all your needs.

6. AJ Rewards Loyalty Program (*Dummy Data*)

Join our **AJ Rewards** program and earn exciting benefits!

- Earn **1 point for every ₹100 spent**
- Redeem points for **discounts, free gifts, or early access to sales**
- Get **birthday discounts** and **exclusive previews** of new collections
- Sign up for free at www.ajcreations.in/rewards

7. Feedback & Suggestions

We're constantly improving.

Please share your suggestions at feedback@ajcreations.in