

# Frequently Asked Questions (FAQ)

Our Store

**Last updated:** December 24, 2025

## Ordering

You can place an order directly from the product page. Select the available size and/or color (if provided) and proceed to checkout.

- Orders are confirmed after you submit your shipping details and choose Cash on Delivery (COD).
- If an item is marked Out of stock, it cannot be ordered.
- If an item is marked Almost sold out, availability is limited and may change quickly.

## Payment (Cash on Delivery)

We currently accept Cash on Delivery (COD) only. Please keep the exact amount ready where possible.

- COD availability may vary by location and order size.
- We do not store card details because card payments are not supported.

## Shipping

Shipping times depend on your city and courier operations. Estimated delivery timelines are shared at checkout where available.

- Orders are typically processed within 1-2 business days.
- You may be contacted by phone for delivery confirmation.

## Returns & Exchanges

If you receive a damaged or incorrect item, contact us as soon as possible so we can assist with a return or exchange.

- Items must be unused and in original packaging where applicable.
- Some items may be non-returnable for hygiene reasons.

## Sizing & Color

If a product offers size and/or color options, you must select one before ordering. Options shown are the only available variants.

- Clothing sizes may include S, M, L, XL (or similar).

- Shoe sizes may include numeric sizes such as 41, 42, 43.
- Colors may look slightly different due to lighting and screen settings.

## **Support**

For help with orders, deliveries, or returns, please contact support using the details on our website.