

# FAQ

## Orders & Payments

### Q1: How do I place an order?

A: Simply browse our products, click “Add to Cart,” and proceed to checkout. Fill in your delivery details, and confirm your order. We’ll contact you to confirm before shipping.

### Q2: What payment methods do you accept?

A: Currently, we only offer **Cash on Delivery (COD)**. You pay when the product is delivered to your doorstep.

### Q3: Can I cancel my order?

A: Yes, you can cancel your order **before it is dispatched** by contacting us via phone or WhatsApp.

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## Shipping & Delivery

### Q4: Do you charge for delivery?

A:

- **Free delivery** on orders of **₹500 or above**
- Orders **below ₹500** will have a **standard delivery charge** (shown at checkout)

### Q5: How long does delivery take?

A: Orders are usually delivered within **3–7 working days**, depending on your location.

### Q6: How can I track my order?

A: Once shipped, we’ll send you a tracking link via SMS or WhatsApp. You can follow your parcel in real-time.

### Q7: What if I'm not available at the time of delivery?

A: Our courier partner will make up to **two attempts**. Please ensure someone is available to receive the parcel.

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## Returns & Refunds

### Q8: What is your return policy?

A: We accept returns only if the item is **damaged, defective, or incorrect**. You must report it within **48 hours** of delivery.

### Q9: How do I request a refund or replacement?

A: Contact us with your order ID and clear photos/videos of the issue. We'll review and offer a refund or send a replacement.

### Q10: How will I get my refund?

A: Since we use COD, refunds are made via **UPI or bank transfer** within **5–7 business days** after approval.

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## General Questions

### Q11: Do you deliver all over India?

A: Yes, we deliver across most cities and towns in India through our partner **Shiprocket**. If your area is not serviceable, we'll notify you at the time of order.

### Q12: Can I modify my address after placing an order?

A: You can request a change **before the order is shipped**. Contact us as soon as possible.