

Shipping Information

Shipping FAQs

How long does shipping take?

- Standard shipping: 5-7 business days
- Express shipping: 2-3 business days
- Overnight shipping: 1 business day

What are the shipping costs?

- Standard shipping: \$5.99 (Free for orders over \$50)
- Express shipping: \$12.99
- Overnight shipping: \$24.99

Do you ship internationally?

Yes, we ship to over 100 countries worldwide. International shipping typically takes 10-15 business days and costs vary by destination.

How can I track my order?

Once your order ships, you'll receive a tracking number via email. You can track your package using this number on our website or the carrier's website.

Can I change my shipping address after placing an order?

If your order hasn't shipped yet, contact customer support immediately to update the address. Once shipped, address changes must be made through the carrier.

What if my package is lost or damaged?

Contact customer support within 48 hours of delivery. We'll investigate with the carrier and either replace the item or issue a refund.

Returns and Refunds

Returns and Refunds FAQs

What is your return policy?

We accept returns within 30 days of delivery for most items. Products must be unused, in original packaging, and with all tags attached.

How do I initiate a return?

1. Log into your account
2. Go to Order History
3. Select the order and click "Return Items"
4. Choose items to return and reason
5. Print the prepaid return label

Are there any items that cannot be returned?

The following items are non-returnable:

- Personalized or custom-made items
- Opened software or digital products
- Intimate apparel and swimwear
- Perishable goods
- Gift cards

How long does it take to receive a refund?

Once we receive your return, refunds are processed within 5-7 business days. The refund will be credited to your original payment method.

What if I received a defective or wrong item?

Contact customer support immediately. We'll provide a prepaid return label and either send a replacement or issue a full refund, including original shipping costs.

Can I exchange an item instead of returning it?

Yes! During the return process, select "Exchange" and choose your preferred replacement item. We'll ship the new item once we receive your return.

Do I have to pay for return shipping?

- Returns due to defects or errors: Free return shipping
- Standard returns: \$5.99 deducted from refund
- Premium members: Free return shipping on all returns

Payment Methods and Billing

Payment FAQs

What payment methods do you accept?

We accept:

- Credit cards (Visa, Mastercard, American Express, Discover)
- Debit cards
- PayPal
- Apple Pay
- Google Pay
- Shop Pay
- Gift cards and store credit

Is it safe to use my credit card on your website?

Yes, we use industry-standard SSL encryption and PCI-DSS compliance to protect your payment information. We never store your full credit card details.

Can I use multiple payment methods for one order?

Yes, you can split payment between a gift card and another payment method. However, you cannot split between two credit cards.

Why was my payment declined?

Common reasons include:

- Insufficient funds
- Incorrect billing address
- Card expired or blocked
- Bank security hold

Contact your bank or try a different payment method.

When will I be charged for my order?

Your payment method is charged when your order is processed, typically within 24 hours of placing the order.

Can I get an invoice for my purchase?

Yes, an invoice is automatically sent to your email after purchase. You can also download it from your Order History in your account.

Do you offer payment plans or financing?

Yes, we partner with Affirm and Klarna to offer installment payment options for orders over \$100. Select this option at checkout.

How do I update my saved payment methods?

Log into your account, go to Payment Methods, and you can add, edit, or remove saved payment information.

Account Management

Account Management FAQs

How do I create an account?

Click "Sign Up" at the top of any page, enter your email and create a password. You can also sign up using Google or Facebook.

I forgot my password. How do I reset it?

Click "Forgot Password" on the login page, enter your email, and follow the instructions in the reset email. The link expires in 24 hours.

How do I update my account information?

Log in and go to Account Settings where you can update:

- Personal information (name, email, phone)
- Shipping addresses
- Payment methods
- Communication preferences

Can I change my email address?

Yes, go to Account Settings > Personal Information and update your email. You'll need to verify the new email address.

How do I view my order history?

Log into your account and click "Order History" to see all past orders, tracking information, and invoices.

What are the benefits of creating an account?

- Faster checkout
- Order tracking
- Save multiple addresses
- Store payment methods securely
- Access to exclusive deals
- Easier returns and exchanges
- Order history and reordering

How do I delete my account?

Contact customer support to request account deletion. Note that this action is permanent and cannot be undone.

Can I have multiple shipping addresses?

Yes, you can save multiple shipping addresses in your account and select the appropriate one at checkout.

How do I unsubscribe from marketing emails?

Click "Unsubscribe" at the bottom of any marketing email, or manage your email preferences in Account Settings > Communication Preferences.

Is my personal information secure?

Yes, we use encryption and follow strict privacy policies. We never sell your personal information to third parties. See our Privacy Policy for details.

Order Management

Order Management FAQs

How do I cancel an order?

If your order hasn't shipped yet, you can cancel it from your Order History. Once shipped, you'll need to return it following our return process.

Can I modify my order after placing it?

Contact customer support immediately. If the order hasn't been processed, we may be able to modify items, quantities, or shipping address.

What does each order status mean?

- Processing: Order received, preparing for shipment
- Shipped: Package is in transit

- Out for Delivery: Package will arrive today
- Delivered: Package has been delivered
- Cancelled: Order was cancelled

How do I reorder items from a previous purchase?

Go to Order History, find the order, and click "Reorder" to add all items to your cart.

Can I add items to an existing order?

No, you'll need to place a new order. However, if both orders are placed on the same day and haven't shipped, contact support to potentially combine them.

Customer Support

Customer Support FAQs

How can I contact customer support?

- Live Chat: Available 24/7 on our website
- Email: support@example.com (response within 24 hours)
- Phone: 1-800-123-4567 (Mon-Fri 9am-6pm EST)
- Social Media: @example on Twitter and Facebook

What information should I have ready when contacting support?

- Order number (if applicable)
- Email address associated with your account
- Description of your issue
- Photos (for damaged or wrong items)

How long does it take to get a response?

- Live Chat: Immediate

- Email: Within 24 hours
- Phone: Immediate during business hours
- Social Media: Within 2-4 hours

Do you offer phone support in other languages?

Yes, we offer support in English, Spanish, and French. Select your preferred language when calling.