

# FAQ'S

HAVE QUESTIONS? WE ARE HERE TO ANSWER 24X7

## **What's your Minimum Order?**

We offer Free Samples. You can choose from 1 piece to a complete sample kit. For bulk orders, our MOQ is 40 pieces of each style

## **What prices do you offer?**

Our prices depend on your order quantity, number of styles, customisation(s). The more quantity you order, the lesser the price. Please contact us for a custom quote for your requirement

## **What kind of packaging do you offer?**

Our standard packaging includes sorted bundling and corrugated boxes with cling wrap. For customised packaging, you can choose Gift Boxes, Custom Plastic Bags, Custom Printed Master Cartons

## **How long will you take to deliver?**

Express shipping takes 3-7 days depending on your location. Sea Shipping takes 15-40 days approximately. You can also choose to book your own courier and pick-up from our warehouse in New Delhi, India

## **Which Shipping Partners do you use?**

We use FedEx, DHL, UPS and direct Air Cargo for Express Delivery. For Sea Shipping, we use Nava Shiva (India)

## **Where are you located?**

We are based in New Delhi, Capital of India

## **How do I place the order?**

You can email us your order details- Item Style code, Colour, Sizes, Design (for printing), and your billing details - your Full name, Company Name, Email ID, Mobile Number, Shipping Address. Your order will be confirmed with a copy of invoice (with payment link).

## **How do I make the payment?**

You can use wire transfer or PayPal as per your preference. For wire transfer, please check the fees charged by your bank. For PayPal, 4% transaction fee + 3.5% currency conversion fee is applicable.

## **What about shipping charges, custom duties and taxes?**

For international orders, our shipping charges include freight and customs clearance in India. Any other duties or charges are payable on arrival as per your country's norms.

For domestic orders, 5% GST will be applicable.