



Frequently Asked Questions

Answers to common questions about orders, payments, delivery, and more.

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Orders

- How do I place an order? — Browse our products, add items to your cart, and proceed to checkout. You can pay online or use other available payment methods.
- Can I modify my order after placing it? — Orders can be modified before dispatch by contacting us immediately via phone or email.
- How do I track my order? — Log in to your account and visit My Orders for real-time tracking updates.
- Do you accept bulk or wholesale orders? — Yes. Contact us directly for bulk pricing and wholesale terms.

Payments

- What payment methods do you accept? — We accept UPI, credit/debit cards, net banking, and bank transfers for wholesale orders.
- Is it safe to pay online? — Yes. All payments are processed via secure, PCI-compliant payment gateways. We do not store card information.
- Will I receive a GST invoice? — Yes. A GST invoice is generated for every order and available in your account under My Orders.

Delivery

- How long does delivery take? — Standard delivery takes 5–7 business days. Express delivery (2–3 days) is available for select locations.
- Do you deliver across India? — Yes, we ship pan-India. Remote areas may have longer delivery times.
- What if I am not available to receive the order? — Our courier partner will attempt delivery twice. After that, the package is held at the local facility for 3 days before being returned.

Returns & Refunds

- Can I return a product I no longer need? — We only accept returns for defective or damaged products. Change-of-mind returns are not accepted.
- How long does a refund take? — Refunds are processed within 7–10 business days of receiving the returned item.
- What if my product arrives damaged? — Report it within 24 hours with photos. We will arrange a replacement or refund after verification.

Account & Support

- Do I need an account to order? — You can browse without an account, but an account is required to place orders and track them.
- How do I reset my password? — Click "Forgot Password" on the login page and follow the instructions sent to your email.
- How can I contact support? — Via the Support page on our website, email at jeffistores@gmail.com or call +91 96853 54099.





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