

# BOLO Shopping FAQ

Your trusted destination for premium fashion, quality, and service

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## 1 General Questions

### What is BOLO Shopping?

BOLO Shopping is an online retail platform offering premium fashion and lifestyle products. We provide high-quality apparel, accessories, and more, with a focus on customer satisfaction and reliable service.

### How can I contact customer support?

You can reach our support team via email at [support@bolo.com](mailto:support@bolo.com) or through our website at <https://boloshopping.com/contact-us>.

## 2 Ordering

### How do I place an order?

Browse our website, select your desired products, and add them to your cart. Proceed to checkout, enter your shipping and payment details, and confirm your order. You'll receive an email confirmation with your order details.

### Can I modify or cancel my order?

Orders can be modified or canceled within **2 hours** of placement. Contact [support@bolo.com](mailto:support@bolo.com) with your order number to request changes. After this period, orders may have been processed and cannot be altered.

### Do you offer guest checkout?

Yes, you can check out as a guest without creating an account. However, creating an account allows you to track orders and save your details for faster future purchases.

## 3 Shipping

### What are your shipping options?

We offer Standard Shipping (50 for orders under 999, free above 999; 3–7 business days) and Express Shipping (150; 1–3 business days) within India. International shipping costs vary and take 7–15 business days. See our Shipping Policy at <https://boloshopping.com/shipping-policy> for details.

### How can I track my order?

Once your order ships, you'll receive a tracking number via email. Track your order on our website at <https://boloshopping.com/order-track> or through the couriers tracking portal.

### **Do you ship internationally?**

Yes, we ship to select countries. Available destinations and costs are shown at check-out. Customers are responsible for customs duties and taxes.

## **4 Returns and Refunds**

### **What is your return policy?**

Items can be returned within **30 days** of delivery if unused and in original condition. Email [support@bolo.com](mailto:support@bolo.com) to initiate a return. See our Return Policy at <https://boloshopping.com/re> for full details.

### **How long does it take to process a refund?**

Refunds are processed within **3–5 business days** after we receive and inspect your return. Refunds are issued to the original payment method and may take **5–10 business days** to appear in your account.

### **Can I exchange an item?**

Yes, exchanges are available for items of equal or lesser value, subject to availability. Follow the return process and specify the replacement item in your request.

## **5 Payments**

### **What payment methods do you accept?**

We accept Visa, MasterCard, American Express, PayPal, and Cash on Delivery (COD) for orders within India. All transactions are secured with SSL encryption.

### **Is it safe to shop on your website?**

Yes, our website uses SSL encryption and complies with PCI DSS standards to ensure your payment information is secure.

### **Can I use promotional codes or coupons?**

Yes, enter your coupon code at checkout to apply discounts. Only one coupon can be used per order, and some restrictions may apply.

## **6 Account and Privacy**

### **Do I need an account to shop?**

No, you can shop as a guest. However, an account allows you to track orders, save addresses, and receive exclusive offers.

### **How is my personal information protected?**

We take privacy seriously and comply with applicable data protection laws. See our Privacy Policy at <https://boloshopping.com/privacy-policy> for details on how we handle your information.

### 7 Contact Us

For any further questions, reach out to our support team:

- Email: [support@bolo.com](mailto:support@bolo.com)
- Website: <https://boloshopping.com/contact-us>