

Adoracrafts – Frequently Asked Questions (FAQ)

1. What is Adoracrafts?

Adoracrafts is an both online & Offline store offering **handmade and custom-crafted products**, made with care and creativity. Each item is crafted by skilled artisans, making every piece unique.

2. Are all products handmade?

Yes! Every product listed on our website is **individually handcrafted**. This means small variations may occur adding to the charm and uniqueness of each item.

3. Do you take custom orders?

Absolutely! We love making personalized items. Please contact us at **adoracrafts@gmail.com** with your ideas, and we'll guide you through the customization process.

4. How long does it take to ship my order?

Our typical **processing time is 3–7 business days**, depending on the product. Shipping time is additional and varies based on your location. Visit our Shipping Policy for more details.

5. How can I track my order?

Once your order is shipped, you'll receive a **confirmation email with a tracking number**. You can use this number to monitor delivery status.

6. What payment methods do you accept?

We accept secure payments via:

- Credit/Debit Cards
- UPI & Net Banking (India only)
- Other trusted payment gateways at checkout

7. Do you ship internationally?

Yes, we do! We ship to most countries. International shipping charges and delivery times apply. Customs duties, if any, are the customer's responsibility.

8. What if my item is damaged or defective?

We're very sorry to hear that. Please contact us within **48 hours of delivery** with your order number and photos of the damaged product. We'll replace or refund it as per our Returns Policy.

9. Can I return or exchange my order?

We accept returns/exchanges for eligible items within **7 days of delivery**. Custom-made items are non-returnable unless defective. See our Returns & Exchanges Policy for full details.

10. How do I cancel my order?

Orders can be cancelled within **12 hours of placing them**. After that, cancellations may not be possible as production may have already started. Contact us immediately if you wish to cancel.

11. How do I contact Adoracrafts?

We're always happy to help! You can reach us at:

✉ adoracrafts@gmail.com

12. Do you offer gift wrapping or messages?

Yes! Add a note during checkout if you'd like **gift wrapping or a handwritten message** included. We love making your gifts extra special.