

FAQ (Frequently Asked Questions)

- Is it **necessary** to have an **account** to **shop** on **silkalay.com** ?
 - **Yes.**

- Do you **ship** the **products** **Internationally**?
 - **Yes.**

- Is it **Free shipping** for **Domestic** customers?
 - **Yes.**

- Are there any hidden **charges** on **products** sell on **silkalay.com**?
 - **No**

- Is **COD** (Cash on Delivery) **available** on **products** selling on **silkalay.com**?
 - **No**

- How can I **register** with **silkalay.com**?
 - Open **www.silkalay.com**
 - Go to the **sign up option** if you are an **existing** customer already been **registered**
Click on **log in**.
 - Fill up on the **Name > Phone Number > Password**
 - Then click **on Sign Up**

- How do I **place** an **order**?
 - After being **register** or **signing** in to your **profile**
 - First you need to **select** an **item** you want to **buy** then click on either **add to cart** or **buy now option**.
 - **Click** on **Continue**
 - Then you need to fill the proper **shipping address**.
 - Then you need to **confirm** your **order**.

- Then the **portal** will show the **amount** you need to **pay** and it will take you to the **payment panel**.
- On the **payment** panel- select the **payment method**- and make the **payment**.
- Once the **payment** is **confirmed** your order will be **processed**.

- Does the **price** on **sikalay.com** include **taxes**?

- **Yes**

- How to **track** an **order**?

- You can check the order **status** by the **online tracking system**

Tracking of orders:

DTDC: <https://www.dtdc.in/tracking/shipment-tracking.asp>

BlueDart: <https://www.bluedart.com/tracking>

India Post:

https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx

- Is it safe to purchase via online?

- Yes, **Sikalay** offers you with multiple **payment options**. Whatever your **online payment** mode, you can rest **assured** that we have **trusted** payment **gateway partner** and use **secure encryption technology** to keep your **transaction** details **confidential** at all times.

- Who are the **Logistic partners** of **sikalay.com**?

- **DTDC, Blue Dart** and **India Post**.

- What is the **customer service** contact **number** and **email id**?

- Yes, you can reach us at **+91-84864-61955** in between **10:00 am** to **9:00 pm** (**Monday** to **Saturday**) and our email id is **inquiry@sikalay.com**

- When I will **receive** my Parcel **after** placing an **order**?

- Ideally the **products** shall be **delivered** within **7-10** working days in **India** and **10-15** working days for **abroad**. In case of any **discrepancies** it shall be dealt as **Case-By-Case** basis.