



FAQ

[Frequently Asked Questions]

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Shopping

Q 1. How can I purchase products from Oojus?

Ans. – Visit the URL www.oojus.com or download our application from the play store.

Q 2. Can I purchase any product without registration?

Ans. - Without registration, you can view a product only. Registration is important for placing an order.

Account

Q. 3 – Is it necessary to create an account for shopping on Oojus?

Ans. - Yes, shopping on Oojus requires an account.

Q. 4 - Can I save my billing and shipping address in my account?

Ans. - Yes, you can save multiple addresses for delivery in your account.

Q. 5 - Can I update my address from my account?

Ans. - Yes, you can update both, your billing and your shipping address from your account anytime.

Privacy & Security

Q. 6 - Can anyone use my account?

Ans. - No one can use your account unless you share your credentials with them.

Q. 7 - Is my personal detail secured on the website?

Ans. - Yes, your personal detail is completely secured.

Q. 8 - Will my personal detail be disclosed ever?

Ans. - No, your personal details will never be disclosed.

Q. 9 - What should I do if I find any security issues?

Ans. - With our high-security measures, we ensure to keep your data secured. Still, if you face any security issue, you should immediately contact us and also share the screenshot of the same through e-mail if asked.

Bank Detail

Q. 10 - Are my bank account details saved in my Oojus account?

Ans. - No, there is no option to save your bank or debit/credit card detail.

Q. 11 - Are my bank details stored in the Oojus portal?

Ans. - No, we don't save any bank account detail, card detail, or your account id and password.

Wallet

Q. 12 - Does this portal have any wallet features?

Ans. - No, but the feature may be added in near future.

Q. 13 - Does Oojus provides the facility to add money?

Ans. - No, Oojus does not provide Add money facility right now but the feature may be added soon.

Gift Card

Q. 14 - Is there any gift card facility available on Oojus?

Ans. - No, Oojus does not have any gift card facility.

Order

Q. 15 - What should I do if I miss my delivery?

Ans. - Please contact the courier partner with your tracking details.

Q. 16 - How do I know about the confirmation of my order?

Ans. - You will get a confirmation mail and an SMS on your registered e-mail address and mobile number when your order will be confirmed.

Q. 17 - If I'm not available on the delivery date, what should I do?

Ans. - Please contact the courier partner.

Q. 18 - What should I do in case there is a delay in delivery?

Ans. - You should immediately contact the courier partner. The contact detail will be provided.

Q. 19 - What should I do if my order is not yet dispatched?

Ans. - You should immediately contact us with your order detail.

Cancellation & Return

Q. 20 – How can I cancel my order?

Ans. – You can't cancel the order you have booked.

Q. 21 - How can I return a product?

Ans. – You can't return a product until it is faulty or damaged.

Q. 22 - What should I do if a wrong/faulty product has been delivered?

Ans. - Please share a video of the product while unwrapping it.

Q. 23 - What should I do if packing is torn or damaged?

Ans. - Please do not take the package from the delivery person.

Q. 24 - Can I receive delivery after checking the product's condition inside the package?

Ans. - Yes, as per courier partner policy.

Q. 25 - Why am I not able to cancel my order?

Ans. – Because once an order is booked, it is dispatched immediately.

Warranty

Q. 26 - Do all the products have a warranty?

Ans. - No, if a product has a warranty, it would be mentioned where its detail is provided.

Q. 27 - How can I claim my warranty?

Ans. - You can contact us with the picture of the product's condition.

Payment

Q. 28 - How can I make payment?

Ans. - You can make payment online.

Q. 29 - Can I make payment through internet banking?

Ans. - Yes, you can make payments using any kind of online banking.

Q. 30 - Can I make payment through wallets like Paytm, Phonepe, Google pay, etc?

Ans. - No, the facility is not available right now but will be added soon.

Q. 31 - Does Oojus provide an EMI facility?

Ans. - No, there is no EMI facility for any product.

Q. 32 - Is there a 'Cash on Delivery' facility available on purchasing any product?

Ans. - No, we don't have a 'Cash on Delivery' facility right now.

Product Review

Q. 33 - Can I share my review on products I have purchased?

Ans. - Yes, you can and you should share your review about the product you have purchased. The option is available along with the product detail.

Q. 34 - Can I share a review for a product that I haven't purchased?

Ans. - No, you can share the review of the only product that you have purchased.

Q. 35 - How can I share my review for a product?

Ans. - You need to log in to your account and then visit the product that you want to review.

Q. 36 - What can I not share as a product review?

Ans. - There are a few things that you can't share as a review of a product like irrelevant pieces of information, comparison with the products of the other brands, prices compared with the other brands, personal information, repeated contents, ads, and fake information, etc.

Q. 37 - Is my review reviewed by Oojus?

Ans. - Yes, Oojus reviews every review before publishing it.

Covid-19 Orders

Q. 38 - I have already placed an order, but it is showing a long delivery date?

Ans. - We are working across the Operations network to enable faster deliveries to customers while ensuring the safety of associates and customers. We are continuously improving our delivery promise to offer a seamless delivery experience. We are following the latest Government guidelines to enable the delivery of essentials and non-essentials in all permitted areas, and the delivery timeline may be impacted due to local restrictions.

Q. 39 - Are you delivering non-essential products?

Ans. - As per government guidelines, we are accepting orders for all products across the country and for essential products if the chosen delivery location is in a restricted zone.

The safety of our customers and teams continues to be our topmost priority. We continue to follow stringent safety protocols such as the use of face-covering, regular hand sanitization, social distancing with the innovative technology in our buildings, and contactless deliveries among 100 other process changes we have made in our operations since the beginning of the pandemic.