

# FREQUENTLY ASKED QUESTIONS

## *BeeZee Furniture*

### ORDERING & PAYMENT

**Q1: How do I place an order?**

Browse products on [beezeefurniture.com](http://beezeefurniture.com), add to cart, and complete checkout. You'll receive confirmation via email and WhatsApp.

**Q2: What payment methods do you accept?**

Currently advance card payments only. COD coming soon.

**Q3: Do you offer custom furniture?**

Yes! Contact us via WhatsApp with your requirements. Timeline: 15-30 business days.

### SHIPPING & DELIVERY

**Q4: Do you offer free shipping?**

Yes! First-time delivery is completely FREE.

**Q5: How long does delivery take?**

Major Cities: 3-7 days | Other Cities: 5-10 days | Custom Orders: 15-30 days

**Q6: How can I track my order?**

You'll receive a unique tracking ID via WhatsApp. Our 24/7 support provides real-time updates.

### RETURNS & REFUNDS

**Q7: What is your return policy?**

7-day return policy. Items must be unused in original packaging. Return shipping: customer pays.

**Q8: Can I return sale items?**

No, sale and promotional items cannot be returned.

**Q9: What if my item arrives damaged?**

Take photographs and contact us within 24 hours. We'll process a refund (no exchanges for damaged items).

### PRODUCTS & QUALITY

**Q10: Are your products handmade?**

Yes! We offer premium handcrafted furniture including handy crafts and custom designs.

**Q11: What is your quality guarantee?**

We guarantee 100% premium quality. Every item is inspected before dispatch.

### CUSTOMER SUPPORT

**Q12: How can I contact support?**

24/7 WhatsApp support (fastest) | Email | Website: [beezeefurniture.com](http://beezeefurniture.com)

## **STILL HAVE QUESTIONS?**

Contact us: WhatsApp 24/7 | [beezeefurniture.com](https://beezeefurniture.com) | Showroom: Akal Wala Road Near Shagan Marriage Hall, Toba Tek Singh, Punjab

*Last Updated: February 2026*