

Frequently Asked Questions (FAQ) – Zagro Natural

1. What products does Zagro Natural offer?

Zagro Natural offers high-quality natural and herbal products made with carefully selected ingredients to support a healthy lifestyle.

2. How can I place an order?

You can place an order directly through our website by selecting your desired products, adding them to the cart, and completing the checkout process.

3. What payment methods do you accept?

We accept:

- UPI
 - Debit/Credit Cards
 - Net Banking
 - Wallets
 - Cash on Delivery (if available)
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4. Is my payment information secure?

Yes. All payments are processed through secure and trusted payment gateways. We do not store your card details.

5. How long does shipping take?

- Order processing: 1–2 business days
- Delivery time: 3–7 working days (depending on location)

You will receive tracking details once your order is shipped.

6. Do you ship all over India?

Yes, we deliver to most locations across India. Delivery availability may depend on courier service coverage.

7. How much are the shipping charges?

Shipping charges, if applicable, are displayed at checkout before payment.

8. How can I track my order?

Once your order is dispatched, you will receive a tracking link via SMS or email.

9. What is your return policy?

- Returns are accepted within **7 days** of delivery
- Products must be unused and in original packaging
- Damaged or incorrect items will be replaced/refunded

10. How do I request a return or refund?

Please contact us with your order details at:

 info@zagronatural.com

Our team will guide you through the process.

11. When will I receive my refund?

Approved refunds are processed within **7–10 working days** to the original payment method.

12. What if I receive a damaged product?

If your product arrives damaged, please contact us within **48 hours** of delivery with photos. We will arrange a replacement or refund.

13. Can I cancel my order?

Yes, you can cancel your order before it is shipped. Once shipped, cancellation is not possible.

14. Do you offer bulk or wholesale orders?

Yes, we accept bulk and wholesale inquiries. Please email us at:

[✉ info@zagronatural.com](mailto:info@zagronatural.com)

15. How can I contact customer support?

You can reach us at:

[✉ info@zagronatural.com](mailto:info@zagronatural.com)

We usually respond within 24 working hours.