

FREQUENTLY ASKED QUESTIONS

- **Is it mandatory to create a T-Series Account to order something from the website or warranty extend?**

No, it is not mandatory to have an account if you want to browse the website and place an order. If you place an order as a guest without using an account, it is important that you have a valid email address and mobile number as you will be asked to enter it during the purchase process. We use this to send you details about your order, such as your order confirmation (which contains your order number and if applicable, tracking number) and updates on the progress of your order, such as shipping and delivery notification. Please do not delete this information as it is needed to perform any action related to your order.

- **What is the benefit of creating T-Series Account?**

Having an account can make the experience more convenient for you, as it allows you to:

Receive regular updates from us

Receive exclusive offers and special perks

Easily track your order

Easily register your products

Store certain details such as your preferred delivery address for easier and faster checkouts

Get dedicated customer support

- **How do I pay for my order?**

We accept payment via all Major Debit and Credit Cards. EMI, Net Banking, Wallet Payment are other available payment modes. Our servers encrypt all information submitted to them, so you can be confident that your information will be kept safe and secure.

You can also select Cash on Delivery as payment mode for delivery in All Major Cities.

- **How do I find a product online that I saw in a store?**

You may use our Search feature to look for an item by keyword or item number.

- **Where can I buy T-Series products?**

In addition to online portal, our products are also carried in Thousands of electronics and Brand stores. To find a T-series-authorized retailer near you,

- **How can I track the status of my order?**

Your order can be tracked by visiting your account, or by clicking on the link sent to you through email or message. Your order status may show one of the following:

1. Order placed - Place Order
2. Order packed - Preparing for Delivery
3. Order shipped - Picking for Delivery
4. Order out for Delivery - On Delivery
5. Order delivered - Delivery Completed (Invoiced)

When your order has been shipped, we will send a shipping notification to you containing shipment tracking number. You can track your shipment through the delivery service by using these tracking details.

- **How do I cancel an order?**

You can easily cancel your order anytime until the invoice is generated by using our online order search in the My Account section. Once your invoice has been generated, your order cannot be cancelled. If your order is eligible for cancellation, a cancel button will be available, click this button to cancel your order.

- **What should I do if my parcel arrives damaged?**

Please refuse to accept if the parcel is damaged or accept after leaving specific remarks while signing for Delivery [Proof Of Delivery].