

ModishStar – Frequently Asked Questions (FAQs)

General Questions

1. What type of clothing do you offer?

We offer a wide range of clothing for men and women including casual wear, formal wear, ethnic wear, street fashion, and seasonal collections. We also feature limited-edition fashion drops and premium designs.

2. How often do you launch new collections?

We release new collections every season and also drop limited-edition styles throughout the year. Follow us on Instagram to stay updated!

Ordering & Payment

3. How do I place an order?

Browse our collections, choose your desired product, select the size, and click "Add to Cart." Proceed to checkout, fill in your shipping details, and make a secure payment.

4. Do you offer Cash on Delivery (COD)?

Yes, we offer COD in most serviceable areas across India. Select the COD option at checkout.

5. What payment methods do you accept?

We accept all major debit/credit cards, UPI, net banking, wallets (Paytm, PhonePe, etc.), and Cash on Delivery.

Shipping & Delivery

6. Do you ship internationally?

Currently, we deliver only within India. However, we are working on expanding internationally soon!

7. How can I track my order?

Once your order is shipped, you will receive a tracking link via email or SMS. You can also track your order on the "Track Order" section of our website.

Returns & Exchanges

8. What is your return and exchange policy?

We offer a 7-day easy return and exchange policy. Products must be unused, unwashed, and returned with original tags and packaging. Please visit our Returns & Exchanges page for more information.

9. How long does it take to process a return or exchange?

Returns and exchanges are typically processed within 5–7 business days from the date we receive the returned item.

Product & Sizing

10. How do I know which size will fit me best?

Each product page includes a detailed size chart. If you're unsure, feel free to contact our support team for sizing advice.

11. Are your products true to size?

Yes, our products are designed with standard Indian sizing. However, we always recommend checking the size chart before making a purchase.

Customer Support

12. How can I contact customer support?

You can email us at support@modishstar.com or message us through the WhatsApp chat feature on our website for quick help.

13. What are your customer service hours?

Our team is available Monday to Saturday, from 10 AM to 7 PM IST.

Still have questions? Reach out to us — we're happy to help!