

FAQ'S

HOW DO I PLACE AN ORDER?

You can visit our Studio in Lado Sarai, Delhi by appointment only. Alternatively, you can email us at jhunjhunwalaofficial@gmail.com or call/whatsapp at +91-9811285550. We will get back to you regarding the time frame and measurements required.

HOW DO I MAKE A PAYMENT?

Payments can be made through Bank transfer, Paytm or by Debit or Credit Card at our Studio.

HOW DO I KNOW MY SIZE?

We can make the outfit as per the size chart or you can send us your customized measurements. We can also send you a list of measurements required. In case you have any questions regarding the size chart, feel free to contact us. For sizes above XL you can contact us at [+91-9811285550](tel:+91-9811285550) or email at jhunjhunwalaofficial@gmail.com.

CAN I CUSTOMISE AN ORDER?

Yes, customisation is possible in terms of colors, adding sleeves and other minor customizations. For customization, you can contact us at [+91-9811285550](tel:+91-9811285550) or email at jhunjhunwalaofficial@gmail.com.

ARE THE COLORS OF PRODUCTS SHOWN ON THE WEBSITE ACCURATE?

Products are mostly hand crafted and especially chosen for you. Due to the intricate and exclusive nature of the products available on our website, we ensure that we photograph all our products under standard lighting conditions so that the product image you see is closest to the product. However, there may be minor variations in the color of the fabric, dyes, prints or embroideries of the product image you see on your monitor and the actual product.

HOW DO I TRACK MY ORDER?

Once the order has been dispatched, you will receive a courier tracking number on request.

WHAT IS THE TIME FRAME FOR RECEIVING ORDERS?

Each garment is being hand embroidered and sewn, and each order is made to measure. Usually the time frame will be anytime between 30-45 days, depending on the order. In case of urgent orders you can call us on, and we shall get back to you on the same.

WHAT ARE YOUR DELIVERY OPTIONS?

The order can be collected from our Studio in Delhi, or we can have it shipped to you at your doorstep.

HOW DO I GET MY OUTFIT ALTERED?

We generally keep a 4" margin in all our custom made outfits. Usually, the measurements are accurate and the alteration is quite minimal. However if anything comes up we would be happy to assist you.

WHAT IF I ORDER MULTIPLE PRODUCTS?

If you order multiple products with different dispatch dates, all the products are shipped as one shipment, once all products in your order are ready. However, if you wish to receive some products earlier, please email us at jhunjhunwalaofficial@gmail.com or call us at [+91-9811285550](tel:+91-9811285550), we shall do the needful.