

## Frequently Asked Questions (FAQ)

Q: Can I cancel my order?

A: If your order has not been shipped yet, you can contact us to cancel your order. However, if your order has already been shipped, it cannot be canceled.

Q: How long will it take for my order to arrive?

A: For products that are in stock, we will ship your order within 48 hours. Shipping time usually takes 2-3 business days, but it may vary depending on the size of the product and the destination.

Q: What if I received a broken mirror?

A: If you receive a broken mirror, please take a photo and send it to us. We will send you a replacement mirror free of charge.

Q: Do I have to pay for the shipping if I want to return the mirror?

A: If the mirror is defective or broken, we will issue a full refund. However, if there is nothing wrong with the mirror, you will be responsible for the return shipping fees.

Q: What tools do I need to install the mirror on the wall?

A: You will need a pencil, a tape measure, a level, a screwdriver, and a drill to position and install the mirror.