

Frequently Asked Questions (FAQs)

Welcome to Valentine Gifts! Below you'll find answers to the most common questions about ordering, shipping, tracking, and returns.

1) Where do you ship to?

We offer worldwide shipping, depending on product availability and the shipping provider.

2) How long does shipping take?

Estimated delivery time is usually 7–25 business days depending on your country/location, the shipping carrier, customs processing, and seasonal demand.

3) How long does order processing take?

Orders are typically processed within 1–5 business days before they are shipped.

4) Will I get a tracking number?

Tracking depends on the shipping vendor and delivery method. If tracking is available, you will receive a tracking number by email after shipment.

5) My tracking hasn't updated yet — what should I do?

Tracking updates can take 3–7 business days to appear. If you need help, email us at giftsforvalentiness@gmail.com.

6) I entered the wrong address — can I change it?

If the order has not been processed, we may be able to update the address. Contact us as soon as possible. If already shipped, changes may not be possible.

7) Can I cancel my order?

Cancellations are possible only if the order has not been processed or shipped yet. Contact us immediately.

8) What should I do if my item arrived damaged or wrong?

Contact us within 48 hours of delivery with your order number and photos of the item and packaging.

9) Do you accept returns?

Yes. Returns may be requested within 30 days of receiving your item, provided it is unused and in original condition.

10) Who pays for return shipping?

Return shipping is usually paid by the customer unless the item arrived damaged or incorrect.

11) Do you offer refunds?

Refunds are available only in approved cases. We may offer a replacement, store credit, or refund depending on the situation.

12) What items can't be returned?

Personal care items, intimate products, customized items, digital products, and Final Sale items cannot be returned.

13) I received the wrong item — what happens?

Contact us within 48 hours. We may offer a replacement, store credit, or refund depending on the case.

14) What payment methods do you accept?

We accept secure online payments through Stripe (credit/debit cards).

15) Do you store my card details?

No. Card details are not stored. Payments are securely processed through Stripe.

16) How can I contact you?

You can reach us anytime at giftsforvalentiness@gmail.com. We usually reply within 24–48 business hours.