FAQ

**General Questions  
  
Are the products trusted by official brands?**Yes, All products over Orange eShop are trusted by official brands.

**Are the products under warranty?**  
Yes, all products are guaranteed by official suppliers.

**How can I track my order?**  
You can track the status of your order from my orders page https://eshop.orange.jo/en/order/aramextrackyourorder

**Can I change my order?**  
Order can be changed if it has not been processed for shipping yet .

**Are all prices on the eShop including tax?**  
Yes, All prices displayed at our eShop are TAX inclusive.

**Shipping**

**How long will the order take to arrive?**If your order is created before XX, you can receive your order based on your location as below  
-Amman, Jerash, Salt or Zarqa: X Day.  
-Otherwise:  Next day.?

**How can I track my shipment?**  
You can track the status of your shipment from my orders page https://eshop.orange.jo/en/order/aramextrackyourorder

**Payment and promo codes**

**What payment methods do you accept?**  
You can pay using cash on delivery or any credit/debit card (VISA, Master, …. ).in addition to orange money wallet

**How to apply a promo code?**  
-Enter the promo code in the checkout screen.

-Make sure you click apply coupon.

**Returns and refund**

**Can I get a full refund?**  
Full refund will be determined and handled case by case.

Refund process is same as shops process

**How much it will take a time?**  
Refund process is same as shops process

**What is your return policy?**  
You can check them ?

In eShop if customer paid and sign contract no return

If customer refused order before sign the contract and pay; courier will return the sock; and order will be cancelled after we confirm with customer that he refused the order

**Support**

**How can I reach you ? by mail** [**eshopjordan@orange.jo**](mailto:eshopjordan@orange.jo)

-You can call  us on ??? 0771701777

-You can chat with us. Whatsapp 0771701777

-You can send email here (eShopjordan@orange.jo).