

FREQUENTLY ASKED QUESTIONS

Your questions, answered.

What is Relaycial?

Relaycial E-Commerce Store gives your business its own online store: your products, your prices and your customers, with payments, shipping and WhatsApp built in. It is made for Indian businesses.

How much does it cost?

Explorer is free. Starter is ₹999, Growth ₹6,999, Pro ₹12,999 and Enterprise ₹19,999 a year. All prices include GST.

Can I offer cash on delivery?

Yes. COD is available on every plan. Growth and above add COD protection to help cut fake and risky COD orders.

Can I use my own domain?

Yes, on Growth and above you can connect your own .com or .in domain. Every plan gets a free store link on relaycial.com.

How is my own store different from a marketplace?

On your own store you set the prices, keep the customer relationship and build your own brand. You can still sell on marketplaces too; Pro and above can sync your catalogue to sales channels.

Do you charge a fee on my sales?

There is a 0% Relaycial fee when you use your own payment gateway (Razorpay, Cashfree or PayU). Your gateway charges its own fees. If you do not have a gateway yet, talk to us about the options.

How does shipping work?

Shiprocket is built in. You compare courier rates, print labels and share tracking from your dashboard. Courier charges are as per your shipping rates.

How long does it take to go live?

Most stores go live in a day. Pick a theme, add your products, connect payments and shipping, and share your link. Our team helps you on call or WhatsApp.

I already have a product list. Can I bring it?

Yes. On Growth and above you can import products from a CSV file. On any plan you can add products from the dashboard, and we can guide you.

Can I change my plan later?

Yes. Start free with Explorer and upgrade anytime. Your store, products, orders and customers stay as they are.

What kind of businesses use Relaycial?

Boutiques, jewellers, kirana and grocery stores, beauty and Ayurveda brands, electronics shops, home décor and handicraft sellers, bakeries and sweet shops, and more.

What support do I get?

Call or WhatsApp +91 90799 08356, or email hello@relaycial.com. We are available Mon–Sat, 10 AM–7 PM IST.

Do I need a GST number to start?

You can create your store and add products without one. Payment gateways and couriers run their own KYC, and what they need depends on your business. We will guide you.

Can I sell in my shop as well as online?

Yes. Growth and above include a POS for your shop counter, sharing one stock with your online store.

What about pharmacies and restaurants?

Pharmacy and restaurant modules are available on the Enterprise plan.

What is your refund policy?

Our refund policy for plan payments is published at relaycial.com/refund-policy. Please read it before you pay, and ask us if anything is unclear.

Still have a question?

Call or WhatsApp +91 90799 08356 or email hello@relaycial.com. Or start free with Explorer today and upgrade anytime.



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