ShopSmart - FAQ

General Questions

What is ShopSmart?
ShopSmart is an online store where you can buy electronics, clothing, home items, and more.

How do I create an account?
1. Click "Sign Up" on the website
2. Enter your email and password
3. Verify your email
4. You're ready to shop!

Is my information safe?
Yes, we use encryption to protect your personal and payment information.

How do I contact support?
- **Email:** support@shopsmart.com
- **Live Chat:** Available 24/7 on our website
- **Phone:** 1-800-SHOPSMART

Shopping

What payment methods do you accept?
- Credit/Debit Cards (Visa, MasterCard, American Express)
- PayPal
- UPI (India)
- Apple Pay / Google Pay

How long does delivery take?
- Standard Shipping: 5-7 business days
- Express Shipping: 2-3 business days
- Overnight: Next business day

Do you ship internationally?
Yes, we ship to 50+ countries. Check at checkout if we deliver to your location.

Orders & Tracking

How do I track my order?
1. Log into your account
2. Go to "My Orders"
3. Click the order to see tracking details
4. You'll also get email updates

Can I change my order after placing it?
You can change your address within 2 hours of ordering if it hasn't shipped yet. Contact support immediately.

What if my order is late?
If your order doesn't arrive by the promised date, contact support. We'll refund or reship at no cost.

Returns

Can I return items?
Yes! You have 30 days from delivery to return items.

What are the return conditions?
- Item must be unused
- Original packaging and tags attached
- All accessories included

How do I start a return?
1. Log into your account
2. Go to "My Orders"
3. Click "Return Item"
4. Select reason and print the shipping label
5. Ship it back (we cover shipping for defective items)

When do I get my refund?
- Item received: 2-3 days for inspection
- Refund approved: Issued to your original payment method
- Total time: 7-14 business days

What can't be returned?
- Used or worn items
- Opened cosmetics or underwear
- Custom/personalized items
- Digital products
- Items marked "Final Sale"

Refunds

What refund methods are available?
- Original payment method (credit card, PayPal, etc.)
- Store credit
- Gift card

Do I lose money on returns?
Not usually. We cover return shipping for defective items. For change-of-mind returns, you pay return shipping (unless you choose store credit).

Can I exchange items?
Yes! Instead of returning, you can exchange for a different size or item. We'll send a prepaid label.

Shipping

What shipping options are available?
1. Standard: 5-7 days ($5.99, free on $50+)
2. Express: 2-3 days ($12.99)
3. Overnight: Next day ($24.99)
4. Same-day: Local areas only ($34.99+)

Do you deliver to PO Boxes?

Some items do. Check the product page.

What if my package is damaged?
Report it within 48 hours. Include photos. We'll replace or refund.

What if my package never arrives?
Contact us within 5 days of the delivery date. We'll file a claim and refund or reship.

Promotions & Discounts

How do I use a promo code?
1. Add items to your cart
2. Go to checkout
3. Enter the code in "Promo Code" box
4. Click "Apply"

Can I use multiple promo codes?
No, only one code per order.

Do you offer student discounts?
Yes! 10% discount with valid student ID.

Account & Loyalty

What is ShopSmart Rewards?
Our free loyalty program. Earn 1 point per dollar spent. 100 points = $5 off.

How do I delete my account?
Email support@shopsmart.com with "Delete Account" in the subject line. Your account will be deleted within 30 days.

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