

# E-Commerce Voice Agent – FAQ

Question	Answer
How can I track my order?	You can track your order by providing your Order ID. I'll check the delivery status.
I didn't get my order.	I'm sorry about that. Let's check your order status and arrange for a resolution.
Do you have [product name]?	I'll check our inventory for that product. Could you tell me the size, color, or brand?
What payment methods do you accept?	We accept credit/debit cards, UPI, net banking, and select digital wallets.
Can I return a product?	Yes, you can return most products within 7 days of delivery, provided they are unused.
How do I return something?	I can help you start a return. Please provide your Order ID.
How long does delivery take?	Standard delivery takes 3–5 business days. Express delivery takes 1–2 days.
I want to talk to a human.	Sure, I'll connect you to a representative. [TRANSFER_CALL]