

## Customer Support FAQ

How do I contact customer support?

- Email: support@example.com (24-48 hour response)
- Phone: 1-800-SUPPORT (Mon-Fri 9AM-6PM EST)
- Live Chat: Available on our website (24/7)
- Social Media: @ExampleStore on Twitter and Facebook

How do I change or cancel my order?

Orders can be modified or cancelled within 1 hour of placement. After that, the order is sent to our warehouse for processing. Contact support immediately if you need to make changes.

What payment methods do you accept?

- Credit Cards (Visa, Mastercard, Amex, Discover)
- PayPal
- Apple Pay
- Google Pay
- Shop Pay
- Affirm (for orders over \$50)

Is my payment information secure?

Yes, we use industry-standard SSL encryption and never store your complete credit card information. All transactions are processed through secure payment gateways.

How do I track my order?

Use your order number to track your package online. You'll also receive email updates at each stage of delivery.

What if I receive a damaged or wrong item?

Contact us within 48 hours with photos of the damage or incorrect item. We'll arrange a replacement or full refund at no cost to you.

Do you offer price matching?

Yes, we match prices from major competitors. Contact us within 7 days of purchase with proof of the lower price.

Can I use multiple discount codes?

Only one discount code can be used per order. The system will automatically apply the code with the highest discount value.

How do I create an account?

Click "Sign Up" at the top of our website. You can also create an account during checkout. Account benefits include faster checkout, order tracking, and exclusive offers.

Do you have a loyalty program?

Yes! Earn 1 point for every dollar spent. Points can be redeemed for discounts on future purchases. Join for free at checkout or in your account settings.

## Product Warranty Information

### Standard Warranty:

All products come with a 1-year manufacturer warranty covering defects in materials and workmanship from the date of purchase.

### What's Covered:

- Manufacturing defects
- Material failures under normal use
- Workmanship issues
- Hardware malfunctions (for electronics)

### What's NOT Covered:

- Accidental damage or misuse
- Normal wear and tear
- Cosmetic damage that doesn't affect functionality
- Damage from unauthorized repairs
- Water damage (unless product is waterproof)

### Extended Warranty Options:

- 2-Year Extended Warranty: Additional \$29.99
- 3-Year Extended Warranty: Additional \$49.99
- Lifetime Warranty (select products): Additional \$79.99

### Filing a Warranty Claim:

1. Contact customer support with proof of purchase
2. Describe the defect or issue
3. Receive a Return Merchandise Authorization (RMA) number
4. Ship the product to our service center (prepaid label provided)
5. Repair or replacement typically completed within 7-10 business days

### Product Exchanges:

- Defective products can be exchanged for a new unit
- Exchanges processed within 3-5 business days
- No restocking fee for warranty exchanges
- Original packaging not required for warranty claims

## Return Policy

You can return any item within 30 days of purchase. Items must be unused and in original packaging with all tags attached.

#### How to Initiate a Return:

1. Contact customer support with your order number
2. Receive a return authorization number (RAN)
3. Pack the item securely in original packaging
4. Print and attach the prepaid return label
5. Drop off at any authorized shipping location

#### Refund Processing:

- Refunds are processed within 5-7 business days after we receive the returned item
- Refunds are issued to the original payment method
- You'll receive an email confirmation once the refund is processed

#### Non-Returnable Items:

- Opened software or digital products
- Personalized or custom-made items
- Clearance or final sale items
- Gift cards

#### Return Shipping:

- Free return shipping for defective items
- Customer responsible for return shipping on non-defective returns
- We recommend using tracked shipping for returns over \$50

#### Shipping Information

##### Shipping Options:

- Standard Shipping: 5-7 business days - \$4.99
- Express Shipping: 2-3 business days - \$12.99
- Overnight Shipping: 1 business day - \$24.99
- FREE Standard Shipping on orders over \$50

##### Order Processing:

- Orders placed before 2 PM EST ship same day
- Orders placed after 2 PM EST ship next business day
- No shipping on weekends or holidays

##### Tracking Your Order:

- You'll receive a tracking number via email within 24 hours of shipment
- Track your package at any time using your order number
- Tracking updates occur every 24 hours
- Delivery confirmation available upon request

International Shipping:

- We ship to over 50 countries worldwide
- International delivery takes 7-14 business days
- Customs fees and duties are customer's responsibility
- Some items may have shipping restrictions

Delivery Issues:

- If your package is lost or damaged, contact us within 48 hours
- We'll file a claim with the carrier and arrange a replacement
- Signature may be required for high-value orders