

Customer Service Policies & FAQs

1. Q: What is your return policy?

A: We offer a 30-day return policy from the date of delivery. Items must be unused, in original packaging, and accompanied by the receipt. Certain items like perishables and personalized products are non-returnable.

2. Q: How can I file a complaint about a product or service?

A: You can file a complaint via our Help Center, email support@company.com, or call our toll-free number at 1-800-123-4567. Please include your order ID and a detailed description of the issue.

3. Q: How long does it take to resolve a complaint?

A: We aim to resolve all complaints within 3-5 business days. Complex cases may take longer, but we'll keep you updated throughout the process.

4. Q: Do you offer refunds?

A: Yes, refunds are processed once we receive and inspect the returned item. Refunds take 5-7 business days to reflect in your original payment method.

5. Q: What if I receive a damaged or incorrect item?

A: Please contact us within 48 hours of delivery with photos of the damaged or incorrect item. We will arrange a replacement or issue a refund immediately.

6. Q: Is there a warranty on your products?

A: Yes, we offer a 1-year limited warranty on most electronics and appliances. Please check the product page for specific warranty details.

7. Q: Can I cancel or change my order?

A: You can cancel or change your order within 2 hours of placing it by visiting your order dashboard or contacting customer support.

8. Q: How can I track my order?

A: Once your order is shipped, you'll receive an email with a tracking link. You can also log into your account to view tracking updates.

9. Q: Do you have a customer loyalty or rewards program?

A: Yes, our rewards program gives you points for every purchase. Points can be redeemed for discounts or exclusive items. Sign up on our Rewards page.

10. Q: How are customer complaints handled internally?

A: Complaints are logged into our CRM system, categorized by issue type, and escalated to the appropriate team. A service-level agreement (SLA) ensures timely response and resolution.

11. Q: What happens if I'm not satisfied with the resolution?

A: If you're not satisfied, you can escalate the issue to our Quality Assurance team or request a call from a senior representative for further assistance.

12. Q: Are there any items that cannot be returned?

A: Yes, perishable goods, intimate or sanitary products, and customized items are non-returnable unless they arrive damaged or defective.

13. Q: How can I contact customer support?

A: You can reach us 24/7 via live chat on our website, email at support@company.com, or call us at 1-800-123-4567 during business hours.

14. Q: What payment methods do you accept?

A: We accept credit/debit cards, PayPal, UPI, Net Banking, and Buy Now Pay Later (BNPL) services such as Klarna and Afterpay.

15. Q: Can I speak to a human agent?

A: Yes, you can request to speak to a live agent via our chatbot or call center. Our agents are available from 9 AM to 9 PM, Monday to Saturday.

16. Q: Is my personal information safe with your company?

A: Yes, we adhere to strict data privacy policies and comply with GDPR and other relevant regulations to protect your personal data.

17. Q: What is your policy on late deliveries?

A: If a delivery is late by more than 3 business days, you're eligible for a shipping refund. Please contact support to initiate a claim.

18. Q: Can I return an item I bought during a sale?

A: Yes, sale items can be returned unless marked 'Final Sale'. The refund will reflect the discounted price you paid.

19. Q: Do you offer international shipping?

A: Yes, we ship to over 50 countries. Shipping charges and times vary based on location. Duties and taxes may apply at destination.

20. Q: How do you measure customer satisfaction?

A: We use post-interaction surveys, Net Promoter Score (NPS), and customer feedback analysis to continuously improve our service.