



notes8hub <notes8hub@gmail.com>

Policy Discussion

2 messages

notes8hub <notes8hub@gmail.com>

Sat, Aug 23, 2025 at 12:40 AM

To: Harsh Rokade <harshrokade95@gmail.com>

Dear Tech Heaven Solutions Team,

I hope this message finds you well. I am reaching out to learn more about the policies and guidelines followed by Tech Heaven Solutions. Could you please provide detailed information regarding your company policies, including any customer support, privacy, and service protocols?

I appreciate your assistance and look forward to your response.

Thank you for your time and support.

harshrokade95@gmail.com <harshrokade95@gmail.com>

Sat, Aug 23, 2025 at 12:52 AM

To: notes8hub <notes8hub@gmail.com>

Hello,

Thank you for reaching out! 😊 I'd be happy to provide you with an overview of the policies and guidelines we follow at Tech Heaven Solutions:

1. Customer Support:

- Available Monday to Friday, 9 AM to 6 PM EST.
- You can contact us via email at support@techhaven.com, phone at (123) 456-7890, or live chat on our website.
- Orders can be canceled within 12 hours of purchase.

2. Privacy Policy:

- We collect customer information to process orders and improve our services.
- Personal information is never sold or shared with third parties.
- Our website uses cookies to enhance user experience.
- For more detailed info, you can visit our full Privacy Policy on our website.

3. Service Protocols:

- Shipping: Orders are processed within 1-2 business days. Standard shipping takes 3-7 business days; expedited takes 1-3 business days. Tracking info is sent via email once shipped.
- Returns & Refunds: Returns accepted within 30 days of delivery if items are unused and in original packaging. Customers typically cover return shipping unless the item is defective. Refunds are processed within 5-7 business days after receipt.
- Warranty: Most products come with a 1-year manufacturer warranty. Claims require proof of purchase. Damage from misuse or unauthorized modifications is not covered.
- Payments: We accept Credit/Debit Cards, PayPal, Apple Pay, Google Pay, and Buy Now, Pay Later options. All transactions are securely encrypted and processed in USD.

If you need more detailed information or have any other questions, feel free to ask! We're here to help. 😊

8/23/25, 12:53 AM

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Best regards,
Mr. Helpful, Tech Heaven Solutions