

## Customer Support Knowledge Base

### 1. Delayed Deliveries:

Orders delayed by more than 7 business days are eligible for a full refund or store credit.

### 2. Refund Policy:

Refunds can be requested within 30 days of purchase, provided the product is unused and in original condition.

### 3. Product Issues:

Faulty products must be reported within 15 days. We will arrange a replacement or issue a refund.

### 4. Cancellation:

Orders can be canceled within 12 hours of placement. After that, they may already be in shipping.

### 5. Contact Support:

For any queries, customers can reach us via [support@example.com](mailto:support@example.com) or call 123-456-7890.