

TechMart Support Escalation

SUPPORT ESCALATION GUIDE - TechMart Electronics

1. SUPPORT CHANNELS

Contact us through:

- Email: support@techmart.com (response within 24 hours)
- Phone: 1-800-TECHMART (1-800-832-4627) - Mon-Fri 8AM-8PM EST
- Live Chat: Available on website 24/7
- Social Media: @TechMartSupport on Twitter/X

2. SUPPORT TICKET SYSTEM

When you contact us, a support ticket is created:

- You receive a Ticket ID (format: TKT-XXXXXX)
- Use this ID to track your issue
- All communication is logged under this ticket
- Tickets are resolved within 48 hours for standard issues

3. ESCALATION LEVELS

LEVEL 1 - Initial Support (0-24 hours)

Basic inquiries, order status, simple troubleshooting

LEVEL 2 - Senior Support (24-48 hours)

Complex issues, refund disputes, technical problems

LEVEL 3 - Supervisor (48-72 hours)

Unresolved issues, complaints, policy exceptions

LEVEL 4 - Management (72+ hours)

Serious complaints, legal matters, executive review

4. WHEN TO REQUEST ESCALATION

You may request escalation if:

- Issue not resolved after 48 hours
- You received incorrect or contradictory information
- Request for exception to standard policy
- Significant financial loss due to our error

5. HOW TO ESCALATE

Simply say "I would like to escalate this issue" or:

- Reply to your support email with "ESCALATE" in subject
- Call and ask to speak with a supervisor
- Use ticket portal and click "Request Escalation"

6. PRIORITY SUPPORT

TechMart Plus members receive priority support:

- Dedicated support line: 1-800-TECHMART option 9
- Faster response times (under 4 hours)
- Direct access to Level 2 support

7. COMPLAINT RESOLUTION

We take complaints seriously:

- All complaints are logged and reviewed
- You will receive acknowledgment within 24 hours
- Resolution or update within 72 hours
- Follow-up satisfaction survey sent after resolution

Emergency Support (order issues within 24 hours of delivery): 1-800-TECHMART option 0.