

## E-Commerce Company Knowledge Base for AI Customer Support

---

### 1. Product Catalog & Specifications

- **Product Categories:** Electronics, Fashion, Home & Kitchen, Beauty & Health, Sports & Outdoors.
- **Specifications:** Each product has a detailed specification including size, color, material, weight, and warranty.
- **Pricing:** Prices may vary based on offers and promotions.
- **Stock Availability:** Updated in real-time based on warehouse inventory.
- **Delivery Time:** Estimated delivery time is provided based on location.

### 2. Company Policies

#### Return & Refund Policy

- Products can be returned within **30 days** of delivery.
- Refunds are processed within **5-7 business days** after the returned item is inspected.
- Damaged or incorrect products qualify for a full refund or exchange.
- Digital products and personalized items are **non-refundable**.

#### Shipping & Delivery Policy

- Standard shipping time: **3-5 business days**.
- Expedited shipping available at an additional charge.
- Free shipping on orders above **\$50**.
- Customers receive tracking links via email/SMS.

#### Cancellation Policy

- Orders can be canceled within **24 hours** before dispatch.
- Once shipped, cancellations are not possible.
- Subscription services can be canceled anytime before the next billing cycle.

### 3. Support Ticket History

- **Common Issues:**
  - "Where is my order?"
  - "How do I return a product?"
  - "My item arrived damaged, what should I do?"
  - "How can I apply a discount code?"
  - "How do I track my shipment?"