Policy and FAQ Document

**Store Name: Tech Haven**

# Store Policies

## 1. Shipping Policy

**Processing Time:** Orders are processed within 1-2 business days.

**Shipping Time:** Standard shipping takes 3-7 business days, while expedited shipping takes 1-3 business days.

**Shipping Costs:** Calculated at checkout based on location and selected shipping speed.

**International Shipping:** Available to select countries, customs fees and duties are the responsibility of the buyer.

**Tracking Information:** Provided via email once the order is shipped.

## 2. Return and Refund Policy

Eligibility: Returns are accepted within 30 days of delivery.

Condition: Items must be unused, in original packaging, and include all accessories.

Return Shipping: Customers are responsible for return shipping costs unless the item is defective or incorrect.

Refund Processing: Refunds are processed within 5-7 business days after the returned item is received and inspected.

Exclusions: Final sale items and digital products are non-refundable.

## 3. Warranty Policy

Coverage: Most products come with a 1-year manufacturer warranty.

Claims Process: Contact us at support@techhaven.com with proof of purchase.

Exclusions: Damage due to misuse, water damage, or unauthorized modifications is not covered.

## 4. Payment Policy

Accepted Payment Methods: Credit/Debit Cards, PayPal, Apple Pay, Google Pay, and Buy Now, Pay Later (BNPL) options.

Security: Transactions are encrypted and processed securely.

Currency: All transactions are processed in USD.

## 5. Privacy Policy

Data Collection: We collect customer information to process orders and improve our services.

Data Protection: Personal information is not sold or shared with third parties.

Cookies: Our website uses cookies to enhance user experience.

For More Details: Visit our full Privacy Policy here.

## 6. Contact Information

Customer Support: Available Monday-Friday, 9 AM-6 PM EST

Email: support@techhaven.com

Phone: (123) 456-7890

Live Chat: Available on our website.

# Frequently Asked Questions (FAQs)

**1. How do I track my order?**

You will receive a tracking number via email once your order has shipped. You can track your order on our website using the tracking number.

**2. Can I cancel my order?**

Orders can be canceled within 12 hours of purchase. After this period, the order may already be processed and shipped.

**3. Do you offer price matching?**

Currently, we do not offer price matching. However, we do run promotions and discounts regularly.

**4. What if my product arrives damaged or defective?**

Please contact us immediately with photos of the damaged product. We will arrange for a replacement or refund.

**5. Do you offer bulk discounts?**

Yes, bulk orders may qualify for a discount. Please contact our sales team at sales@techhaven.com for inquiries.

**6. How do I return an item?**

Visit our Returns & Refunds page to initiate a return. Follow the provided instructions and ship the item back to us.

**7. Do you offer gift cards?**

Yes, we offer digital gift cards in various denominations. They can be purchased on our website.

**8. How do I contact customer service?**

You can reach us via email, phone, or live chat during our business hours.

For more information, visit our Help Center at www.techhaven.com/help.