Tech Haven – Store Policies & FAQ

# **1. Shipping Policy**

- Domestic Shipping (USA): $5 flat fee or free for orders $50+  
 • Standard delivery: 3–5 business days  
 • Expedited shipping available at checkout  
- International Shipping: Calculated at checkout based on weight and destination  
 • Customs fees/duties are the customer’s responsibility  
- Processing Time: Orders processed within 1–2 business days, Monday–Friday  
- Tracking: All orders include a tracking number sent via email

# **2. Return & Refund Policy**

- Returns: Accepted within 30 days of delivery  
 • Product must be unused and in original packaging  
- How to Return:  
 1. Contact support@techhaven.com  
 2. Get a Return Merchandise Authorization (RMA)  
 3. Ship the product back (customer covers return shipping)  
- Refunds: Issued within 5 business days of receiving the return  
 • Refunded to the original payment method  
 • Original shipping charges are non‑refundable

# **3. Warranty Policy**

- Warranty Period: 1 year from date of purchase  
- Coverage: Manufacturer defects (e.g., hardware failure)  
- Exclusions:  
 • Accidental damage, misuse, unauthorized repairs/modifications  
- Warranty Claim Process:  
 1. Email support@techhaven.com with receipt and damage photos  
 2. Receive RMA form and return shipping instructions  
 3. On approval, product will be repaired or replaced under warranty

# **4. Payment Policy**

- Accepted Methods: VISA, MasterCard, American Express, Discover, and PayPal  
- Security:  
 • All payments are processed via secure, PCI-compliant gateways  
 • We never store full credit card numbers  
- Currency & Tax:  
 • Listed in USD; international orders converted at time of purchase  
 • Sales tax applied where applicable

# **5. Privacy Policy**

- Data Collected: Name, shipping address, email, payment info (via gateway)  
- Purpose: To process orders, ship products, and send order updates  
- Sharing: We do not sell or share personal data with third parties, except to shipping carriers or legal authorities when required  
- Security Measures:  
 • SSL encryption on website  
 • Access restricted to authorized personnel  
- User Rights:  
 • Request access or deletion of your data by emailing privacy@techhaven.com

# **6. Contact Information**

- Customer Support: support@techhaven.com  
- Privacy/Data Requests: privacy@techhaven.com  
- Phone: +1 800‑TECH‑HAVEN (800‑832‑4443)  
- Business Hours: Mon–Fri, 9 AM–5 PM (MST)

# **7. Frequently Asked Questions (FAQs)**

· Q: How long does shipping take?

A: USA: 3–5 business days (expedited options available). International: Varies by country—calculated at checkout.

· Q: Can I return a product after 30 days?

A: Returns after 30 days are not accepted, but you can contact support to discuss exceptions.

· Q: What if my product arrives damaged?

A: Contact support@techhaven.com within 7 days with photos. We’ll guide you through a replacement or refund.

· Q: How do I check warranty status?

A: Have your order number ready and email us—we’ll verify the date and warranty eligibility.

· Q: Is my payment secure?

A: Yes—our site uses SSL encryption and PCI-compliant payment gateways.

· Q: How do I delete my personal data?

A: Email privacy@techhaven.com. We’ll handle your request within 30 days.