**E-Commerce Application Policies**

**1. Introduction** This document outlines the Support, Refund, and Shipping policies for our e-commerce application. These policies ensure a seamless shopping experience for our customers and provide clarity on procedures related to support, refunds, and shipping.

**2. Support Policy**

* **Support Availability**: Our support team is available from Monday to Friday, 9 AM - 6 PM (GMT).
* **Contact Methods**:
  + Email: support@yourstore.com
  + Phone: +1-800-123-4567
  + Live Chat: Available on our website
* **Response Time**:
  + General inquiries: 24 hours
  + Technical support: 48 hours
* **Types of Issues Supported**:
  + Order-related queries
  + Payment issues
  + Account-related concerns
  + Website functionality issues
* **Escalation Process**:
  + If an issue remains unresolved, customers can escalate by emailing escalations@yourstore.com.

**3. Refund Policy**

* **Eligibility for Refunds**:
  + Products must be returned within 30 days of delivery.
  + Items must be unused and in their original packaging.
  + Damaged or defective products are eligible for full refunds.
* **Refund Process**:
  + Submit a refund request via our website or email.
  + Return the product (shipping instructions will be provided).
  + Once received and inspected, refunds will be processed within 7-10 business days.
* **Refund Methods**:
  + Original payment method (Credit/Debit Card, PayPal, etc.)
  + Store credit (if preferred by the customer)
* **Non-Refundable Items**:
  + Digital products and gift cards
  + Personalized or custom-made items

**4. Shipping Policy**

* **Shipping Methods**:
  + Standard Shipping (5-7 business days)
  + Express Shipping (2-3 business days)
  + International Shipping (7-14 business days)
* **Shipping Charges**:
  + Orders above $50 qualify for free standard shipping.
  + Express and international shipping rates vary based on location.
* **Order Tracking**:
  + Customers will receive a tracking number via email after order dispatch.
* **Lost or Damaged Shipments**:
  + If an order is lost in transit or arrives damaged, customers should report within 48 hours to request a replacement or refund.
* **Return Shipping**:
  + Customers are responsible for return shipping unless the item was damaged or incorrect.

**5. Contact Information**

For any queries regarding these policies, customers can contact us via:

* Email: support@yourstore.com
* Phone: +1-800-123-4567
* Website: www.yourstore.com/support