Customer Support Document (Content for PDF)

Company Name: XYZ Tech Solutions
Support Contact: support@xyztech.com | +1-800-123-4567
Last Updated: March 2025

1. Account Management

- **How do I reset my password?**
  To reset your password, visit the login page and click on "Forgot Password." Enter your registered email address and follow the instructions sent to your inbox. If you do not receive an email within 10 minutes, check your spam folder or contact support.

- **How do I update my email address?**
  To update your email, log in to your account, go to "Account Settings," and select "Edit Email." A verification email will be sent to the new address. Click the link in the email to confirm the change.

2. Orders & Billing

- **What payment methods do you accept?**
  We accept Visa, MasterCard, American Express, PayPal, and Apple Pay. Payments are processed securely, and your information is protected.

- **How do I check my order status?**
  Log in to your account, navigate to "My Orders," and select the order to view its status. You will also receive email updates regarding order processing and shipping.

- **Can I cancel or modify my order?**
  Orders can be modified or canceled within 24 hours of placement. After this period, they are processed for shipping and cannot be changed. To request a cancellation, contact support with your order number.

3. Returns & Refunds

- **What is your refund policy?**
  If you are not satisfied with your purchase, you can request a refund within 30 days of delivery. Items must be unused and in original packaging. Refunds are processed within 5-7 business days after the return is received.

- **How do I return an item?**
  To return an item, go to "My Orders," select the order, and click "Request Return." Follow the instructions to print a return shipping label. Drop the package at any designated return center.

4. Technical Support

- **How do I install the XYZ software?**
  Download the installation file from our official website. Run the setup wizard and follow the on-screen instructions. If you encounter issues, refer to the installation guide in the "Help" section of our website.

- **The app is crashing. What should I do?**
  If the app crashes, try the following:

1. Restart your device.

2. Update the app to the latest version.

3. Clear app cache from settings.

4. Reinstall the app if issues persist.

If the problem continues, contact support with details of the error message and your device information.

5. Shipping & Delivery

- **How long does shipping take?**
  Standard shipping takes 5-7 business days. Express shipping is available for faster delivery within 2-3 business days. International shipping times vary by location.

- **Can I change my shipping address after placing an order?**
  You can update your shipping address within 24 hours of placing the order. After this period, we cannot guarantee changes.

6. Contact Support

For any unresolved issues, contact our support team:

- Email: support@xyztech.com

- Phone: +1-800-123-4567

- Live Chat: Available on our website (9 AM - 6 PM EST)