

## General Terms and Conditions

### 1. Introduction

Welcome to ShopEase! These General Terms and Conditions govern your use of our website, products, and services. By accessing our platform, you agree to comply with these terms. If you do not agree, please refrain from using our services. ShopEase is operated by ShopEase Ltd., registered under company number 123456789, located at 123 Commerce Street, Ecom City, EC1001.

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### 2. Products and Availability

- We regularly update our product catalog with new arrivals and best-selling items. New products are added every Monday, with a focus on tech gadgets, fashion, and home essentials.
  - Product descriptions, specifications, and reviews are provided for reference, ensuring customers make informed purchasing decisions.
  - Discounts on bulk purchases are available, offering 10% off orders exceeding \$500 and 20% off orders over \$1,000.
  - Customization options, such as engraving and color selection, are available for select items.
  - Most products come with a 12-month warranty covering manufacturing defects. Extended warranties can be purchased separately.
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### 3. Customer Accounts

- Customers must create an account to place orders and access certain features, including order tracking and wishlist management.
  - Account details, including email, phone number, and password, can be updated from the user dashboard at any time.
  - Personal data security is a priority; we use SSL encryption and comply with GDPR regulations. Refer to our Privacy Policy for more details.
  - Customers can subscribe to our newsletter to receive a 5% discount on their first order and stay informed about exclusive promotions.
  - Our loyalty program, ShopEase Rewards, allows customers to earn points on every purchase, redeemable for discounts on future orders.
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### 4. Orders and Modifications

- Orders can be placed through our website, and customers will receive a confirmation email with their order details within minutes.
- Customers can modify or cancel an order within 2 hours of placement by contacting customer service via phone at +1 (555) 123-4567 or email at [support@shopease.com](mailto:support@shopease.com).

- Reordering past purchases is available through the "Order History" section in the customer dashboard.
  - If multiple orders are placed within 24 hours, they can be combined into a single shipment to save on shipping costs.
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## **5. Delivery and Shipping**

- We offer domestic and international shipping via trusted courier services such as FedEx, UPS, and DHL.
  - Standard delivery takes 5-7 business days, while express shipping delivers within 1-2 business days.
  - Delivery fees start at \$5 for standard shipping and \$15 for express shipping. Orders over \$100 qualify for free standard shipping.
  - Customers can track their orders using the tracking number provided in the confirmation email.
  - Shipping addresses can be updated before dispatch by contacting customer service.
  - If a package arrives damaged, customers must report it within 48 hours by providing photographic evidence.
  - Missed deliveries can be rescheduled via the courier's website or by contacting the courier directly.
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## **6. Payment and Security**

- We accept Visa, MasterCard, PayPal, Apple Pay, and bank transfers. Cryptocurrency payments (Bitcoin and Ethereum) are also accepted.
  - Customers can opt for installment payments through Klarna or Afterpay for orders over \$200.
  - All transactions are encrypted using SSL technology to ensure secure payments.
  - Invoices are automatically generated and available for download in the "My Orders" section.
  - Refunds are processed within 5-10 business days.
  - Cash on delivery is available for orders up to \$500 in select regions.
  - A 2% transaction fee applies for international payments.
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## **7. Returns and Refunds**

- Products can be returned within 30 days of receipt if they meet our return conditions (unused, in original packaging, with receipt).
- Refunds are issued to the original payment method within 7 business days after return approval.
- Defective products qualify for free returns, and replacements are shipped within 3 business days.

- Customers are responsible for return shipping fees unless the return is due to an error on our part.
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## **8. Customer Support**

- Our support team is available Monday to Friday, 9 AM - 6 PM (EST), via email at [support@shopease.com](mailto:support@shopease.com), phone at +1 (555) 123-4567, or live chat.
  - Customers can request account deletion by submitting a request through the "Privacy Settings" section.
  - Complaints and feedback can be sent via our website's feedback form or emailed directly to [feedback@shopease.com](mailto:feedback@shopease.com).
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## **9. Miscellaneous**

- Our physical store is located at 123 Commerce Street, Ecom City, EC1001. Business hours: Monday-Saturday, 10 AM - 8 PM.
  - We offer franchise opportunities; interested parties can contact us at [franchise@shopease.com](mailto:franchise@shopease.com).
  - Career opportunities and job openings can be found on our Careers page.
  - Our referral program rewards customers with \$10 store credit for every successful referral.
  - Seasonal sales and promotions are announced on our website and social media channels.
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## **10. Legal Information**

- By using our services, you agree to our Terms & Conditions, Privacy Policy, and applicable consumer protection laws.
- ShopEase reserves the right to modify these terms at any time, with changes taking effect immediately upon publication.
- Continued use of our services constitutes acceptance of the updated terms.

For any inquiries, please contact our customer support team at [support@shopease.com](mailto:support@shopease.com) or call +1 (555) 123-4567.