

Customer Support - FAQ and Complaint Handling

1. How can I register a complaint?

- You can file a complaint by providing your name, phone number, email, and complaint details.

2. How long does it take to resolve a complaint?

- Complaints are usually resolved within 3–5 business days.

3. What if I don't receive a response?

- If you don't hear back, contact support@ourcompany.com.

4. Can I get updates on my complaint status?

- Yes, use your Complaint ID to retrieve status via our chatbot.

5. What information is required to register a complaint?

- We require: your name, phone number, email, and a brief description of the issue.

6. What type of issues can I raise a complaint about?

- You can raise complaints about delivery delays, damaged products, wrong orders, or missing items.

7. Will I get a confirmation after submitting a complaint?

- Yes, a Complaint ID will be shared with you immediately after registration.

8. Where can I track my complaint?

- Through the chatbot by saying: "Show details for complaint <complaint_id>".

Company Policy:

All customer complaints are logged in our internal system and must be responded to within 24 hours. Critical issues are escalated immediately. Customer satisfaction is our top priority.