

# Customer Support Policies and FAQs

## Policies

### 1. Hours of Operation

- Customer support is available Monday to Friday, 9:00 AM to 6:00 PM (local time).
- Weekend and holiday support is limited to urgent issues, which should be submitted through our emergency contact form.

### 2. Response Time

- We aim to respond to all inquiries within 24 hours during business days.
- High-priority issues are typically addressed within 4 hours.

### 3. Communication Channels

- Support is available via email, live chat, and phone.
- Email: support@company.com
- Phone: 1-800-555-1234
- Live Chat: Available through our website.

### 4. Issue Resolution

- We strive to resolve all issues within 3 business days.
- Complex cases may take longer, but updates will be provided every 48 hours.

### 5. Refund and Returns Policy

- Refund requests must be submitted within 30 days of purchase.
- Items must be in their original condition and packaging to qualify for a refund.

- Digital products are non-refundable unless there is a technical issue that cannot be resolved.

## **6. Privacy and Security**

- Customer information is handled in compliance with GDPR and other applicable data protection laws.
- Sensitive information should not be shared over email or chat for security reasons.

# **FAQs**

## **1. How do I track my order?**

- You can track your order by logging into your account and visiting the "Order History" section. Alternatively, use the tracking link provided in your confirmation email.

## **2. What do I do if my product is damaged or defective?**

- Please contact us immediately via email or live chat and include photos of the damaged or defective product. We will arrange for a replacement or refund.

## **3. Can I change or cancel my order?**

- Orders can be changed or canceled within 24 hours of placement. Please contact us as soon as possible to make adjustments.

## **4. Do you offer international shipping?**

- Yes, we ship internationally. Shipping rates and delivery times vary by location and are calculated at checkout.

## **5. What payment methods do you accept?**

- We accept Visa, MasterCard, American Express, PayPal, and Apple Pay.

## **6. How do I reset my account password?**

- Click on "Forgot Password" on the login page and follow the instructions to reset your password. If you encounter issues, contact support for assistance.

**7. How can I speak to a human representative?**

- During business hours, you can request to speak to a representative through live chat or by calling our support line. If unavailable, leave a message, and we will get back to you.

**8. What is your policy on subscription cancellations?**

- Subscriptions can be canceled at any time through your account settings. If canceled mid-cycle, you will retain access until the end of the billing period.

**9. How do I report a technical issue with your website or app?**

- Please email us at [techsupport@company.com](mailto:techsupport@company.com) with a detailed description of the issue, including screenshots if possible.

**10. Do you offer support in other languages?**

- Currently, support is available in English and Spanish. For other languages, use our automated translation tool in live chat.