

## Business Knowledge Base (Demo RAG Document)

### Store Overview

We operate a multi channel retail business offering consumer products across electronics, home goods, and accessories. Customers may purchase online, by phone, or in-store. Our goal is to provide fast delivery, transparent policies, and reliable support.

### Store Hours

Physical locations operate Monday–Saturday from 9:00 to 18:00. Online ordering remains available 24/7. Holiday hours are announced on the website two weeks in advance.

### Payment Methods

We accept credit/debit cards, prepaid cards, bank transfers, digital wallets, and cash in-store. Gift cards can be used both online and in-store. Payments are processed securely using PCI compliant providers.

### Order Processing

Orders placed before 15:00 are processed the same day. Orders placed after 15:00 are processed the next business day. Customers receive confirmation emails, invoices, and tracking automatically.

### Shipping Options

Standard delivery takes 3–5 business days. Express delivery takes 1–2 business days. Free shipping applies to orders over a threshold defined on the website. International shipping availability depends on product type and destination.

### In Store Pickup

Orders marked for pickup are usually ready within 2–4 hours. Customers must bring a valid ID and order confirmation. Items will be held for seven days before being returned to stock.

### Returns & Exchanges

Returns are accepted within 30 days with the original receipt. Products must be unused and in original condition. Refunds are issued to the original payment method within 5–7 business days. Certain items such as perishables or digital downloads may be non returnable.

### Warranty

Most products include a 12 month manufacturer warranty covering defects. Extended warranty plans are available for select categories. Claims require proof of purchase and may involve inspection or testing.

### Product Availability

Inventory syncs in real time across all stores. Customers may request restock alerts or choose back ordering when available. High demand products may have purchase limits to ensure fair access.

### Promotions

Seasonal promotions, discounts, and loyalty rewards may apply automatically or require a promotional code. Promotions cannot be combined unless explicitly stated. Terms and eligibility vary per campaign.

### Customer Support

Support is available Monday–Friday from 9:00 to 17:00 via phone, email, or chat. Response time is typically 24–48 hours. Support agents can assist with orders, billing, warranty claims, and product questions.

#### Privacy & Data

Customer information is collected for order management, support, and analytics. We do not sell personal data to third parties. Customers may request data deletion or export according to regional regulations.

#### Lost Packages

If tracking shows no movement for more than 72 hours, customers may file a claim. Lost package investigations take 3–10 business days. Reshipment or refund is provided once confirmed.

#### Damaged Items

Damaged items must be reported within 48 hours of delivery with photos. Replacement or refund is provided after review. Some carriers may require collecting the damaged item.

#### Billing Issues

Incorrect charges, duplicate payments, or missing refunds can be reported to support. Resolutions typically take 3–5 business days. Receipts and payment confirmations may be required.

#### Account & Loyalty

Customers can create an account to track orders, save preferences, and earn loyalty points. Points can be redeemed for discounts or free products depending on the current rewards program.