

Store Information

- **What are your store hours?** We are open Monday-Saturday from 10 AM to 8 PM, and Sundays from 12 PM to 6 PM.
- **Do you have multiple locations?** We currently have one retail location at 123 Main St, Anytown USA. We also have an online store at custompcshop.com.
- **What are the holiday hours?** We are closed on major holidays like Thanksgiving, Christmas Day, and New Year's Day. Our hours may be reduced on Christmas Eve and New Year's Eve. Please check our website or call ahead to confirm holiday hours.

Purchasing and Shipping

- **Do you offer shipping?** Yes, we offer shipping for all orders. Domestic shipping is free for orders over \$100.
- **What are the shipping rates and options?** Standard shipping is \$7.99 and arrives in 5-7 business days. Expedited shipping is \$14.99 and arrives in 2-3 business days. We also offer next-day delivery for \$29.99.
- **Do you ship internationally?** At this time, we only ship within the contiguous United States. We do not ship to Alaska, Hawaii, or internationally.
- **When will my order ship?** Most in-stock items ship within 1-2 business days. Custom-built PCs may take 5-10 business days to ship.

Returns and Exchanges

- **What is your returns policy?** We offer a 30-day return policy on most items. Items must be in original, unopened condition with all original packaging. Some exclusions may apply.
- **How do I return or exchange an item?** You can initiate a return by contacting our customer service team at 555-1234 or customersupport@moonarchpc.com. We will provide a return shipping label.
- **Do you charge a restocking fee?** Yes, there is a 15% restocking fee for most returns. Custom-built PCs are excluded from this fee.

Technical Support

- **Do you offer any product warranties?** All custom-built PCs come with a 1-year warranty on parts and labor. Off-the-shelf components may have varying manufacturer warranties.
- **Can I get help troubleshooting an issue?** Absolutely. Our in-house technicians are available to provide technical support. You can reach our support line at 555-4321 or techsupport@custompcshop.com.
- **Do you offer any extended warranty or protection plans?** Yes, we offer optional extended warranty coverage for an additional fee. This can be added when purchasing a new custom PC.