**Sample Customer Support FAQ**

This document is a sample **Frequently Asked Questions (FAQ)** for an online fashion store.  
It demonstrates how I can prepare clear, structured, and customer-friendly support documentation.

**🛒 Orders & Payments**

**Q: How do I place an order?**  
A: Browse products on our Instagram (ArtFashion) or Shopee App, then proceed to checkout.

**Q: What payment methods do you accept?**  
A: We accept **Bank Transfer, ShopeePay, GoPay, and Dana**.

**Q: How can I check my order status?**  
A: You will receive an **Order ID** and **Tracking Number** via Direct Message Instagram or Shopee App.

**🚚 Shipping & Delivery**

**Q: How long does delivery take?**  
A: Depending on your location and courier:

* Jakarta: 1–2 days
* Java (outside Jakarta): 2–4 days
* Bali & Sumatra: 3–5 days

**Q: Can I change my delivery address after ordering?**  
A: Yes, please contact our support team **within 7 hours** after placing your order.

**Q: Which couriers do you use?**  
A: JNE, SiCepat, J&T, and Lion Parcel.

**👕 Products & Returns**

**Q: How do I know which size fits me?**  
A: Each product page includes a **Size Chart**. You can also message our support team for recommendations.

**Q: Can I return or exchange a product?**  
A: Yes, returns/exchanges are accepted within **7 days** if the product is unworn, unwashed, and in original packaging.

**Q: What if I receive a damaged or wrong product?**  
A: Please contact our support team with a **photo of the product**. We will process a free replacement or refund.

**📧 Customer Support**

**Q: How can I contact customer support?**  
A: You can reach us via:

* WhatsApp: +62-821-25\*\*-2788
* Direct Massage on our Instagram (available 9 AM – 6 PM WIB)

**Q: How long does it take to get a response?**  
A: Our average response time is **less than 2 hours** during business hours