General FAQs

## What services do you provide?

We offer consulting, software development, and customer support services.

## What are your business hours?

Our business hours are Monday to Friday, 9:00 AM to 6:00 PM (EST).

## Where are you located?

We are located in Gainesville, Florida, USA.

## How can I contact customer support?

You can contact us at support@example.com or call +1-555-123-4567.

## Do you offer international services?

Yes, we serve clients across North America, Europe, and Asia.

## How do I create an account?

Click on 'Sign Up' at www.example.com and complete the registration form.

## Is my personal information safe with you?

Yes, we use SSL encryption and GDPR-compliant data storage.

## What payment methods do you accept?

We accept Visa, MasterCard, PayPal, and bank transfers.

## Do you offer refunds or cancellations?

Yes, full refunds are available within 14 days of purchase.

## Do you provide free trials or demos?

Yes, we offer a 14-day free trial for new users.

## How do I reset my password?

Click 'Forgot Password' on the login page to reset your password.

## Do you provide customer support 24/7?

Yes, our support team is available 24/7 via live chat and email.

## How long does it take to process an order/request?

Most orders are processed within 24–48 hours.

## Do you offer discounts or promotions?

Yes, we provide seasonal discounts up to 20% off.

## Can I upgrade or downgrade my plan?

Yes, you can switch plans anytime in your account settings.

## Do you provide documentation or tutorials?

Yes, visit docs.example.com for tutorials and FAQs.

## What should I do if I encounter a technical issue?

Submit a ticket at support.example.com and our team will assist.

## Do you have a mobile app?

Yes, our mobile app is available on iOS and Android app stores.

## What industries do you serve?

We serve education, healthcare, finance, and IT industries.

## Why should I choose your company over competitors?

We provide faster response times, affordable pricing, and expert teams.