Ecommerce Arena – Customer Support FAQ

Below are some of the most commonly asked questions by our customers, along with detailed and helpful responses. This document is also used by our automated support assistant to deliver accurate and timely answers.

---

1. How long does it take to complete product listings?

For small catalogs (10–25 products), the average turnaround time is **2–3 business days**. Larger catalogs may take **5–10 business days**, depending on category complexity and the quality of product information provided.

---

2. Do you support all e-commerce platforms?

Yes. We support:

- Shopify
- WooCommerce
- Etsy
- Amazon Seller Central
- Daraz
- eBay
- Custom platforms (upon request)

Some advanced automations may require platform-specific APIs or access permissions.

---

3. What if I'm not satisfied with the service?

If you're unhappy with any part of the delivered work, you can request a revision or submit a refund request within **14 days**. Our team will evaluate the issue and work to resolve it as quickly as possible.

---

4. How does your customer support management work?

We use a hybrid system:

- Basic queries are answered using AI-assisted replies.
- Complex or sensitive issues (refunds, escalations, payment failures) are automatically sent to a human support member.

- All conversations are monitored for quality and accuracy.

You will still have complete control over final responses and customer experience.

---

5. Do I get trial access before subscribing?

Yes! Ecommerce Arena offers a **3-day free trial** for Customer Support Management and Product Catalog services. The trial includes limited access and allows you to test our workflow, response quality, and dashboard features.

No credit card is required for the trial, and you may upgrade at any time.

---

6. Can I upgrade or downgrade my plan?

Absolutely. You can adjust your plan whenever your business needs change. Upgrades activate immediately, while downgrades become effective at the next billing cycle.

---

7. How do I contact support?

You can reach us anytime at:
✉ **support@ecommercearena.com**
Our response time is usually **2–6 hours** during business days.