

Customer Support Policy Manual

1. Introduction

Welcome to our customer support policy guide. This document outlines our company's approach to delivering world-class support services to all customers.

2. Business Hours

Our customer support team is available:

- Monday to Friday: 9 AM to 6 PM IST
- Saturday: 10 AM to 2 PM IST
- Sunday: Closed

3. Response Time SLA

We aim to respond to all customer queries:

- Within 2 hours during business hours.
- Within 12 hours outside business hours.

4. Support Channels

Customers can reach us via:

- Live Chat on our website
- Email: support@company.com
- Phone: +91-9876543210

5. Refund & Cancellation Policy

- Cancellations are accepted within 24 hours of purchase.
- Refunds are processed within 7 working days of approval.
- Digital products are not eligible for refunds once accessed/downloaded.

Customer Support Policy Manual

6. Escalation Matrix

If your query is unresolved:

1. Level 1: Support Executive
2. Level 2: Team Lead (Email: lead@company.com)
3. Level 3: Support Manager (Email: manager@company.com)

7. Confidentiality

All customer interactions are kept strictly confidential. We do not share personal information with third parties without consent.