

Online Shopping Store - Knowledge Base Manual

1. Order Placement Policy

Customers can place orders through our website after creating an account. Orders are confirmed via email once payment is successfully processed. Customers may cancel an order within 2 hours of placing it if it has not been shipped. Once shipped, cancellation is no longer possible and the return policy applies.

2. Payment Methods

We accept the following payment methods:

- Credit/Debit Cards (Visa, MasterCard)
- PayPal
- Bank Transfer (processing time: 1-2 business days)

If payment fails, the order will not be processed. Customers must ensure billing details are accurate.

3. Shipping Policy

Standard Shipping: 3-5 business days.

Express Shipping: 1-2 business days.

Shipping fees are calculated at checkout based on location.

Customers receive tracking information once the order is dispatched. Delays may occur during holidays or due to courier issues.

4. Return & Refund Policy

Customers may request a return within 7 days of delivery.

Products must be unused and in original packaging.

Refunds are processed within 5-7 business days after inspection.

Shipping charges are non-refundable unless the item was defective.

5. Frequently Asked Questions (FAQ)

Q: How can I track my order?

A: Once shipped, you will receive a tracking link via email.

Q: Can I change my shipping address after ordering?

A: Address changes are allowed only before shipment.

Q: What if I receive a damaged product?

A: Contact support within 48 hours with photos for replacement or refund.

Q: How long do refunds take?

A: Refunds typically take 5-7 business days after approval.