

## Customer Service Guidelines

1. Our support team is available from 9 AM to 9 PM, Monday to Saturday.
2. All complaints must be acknowledged within 24 hours.
3. Resolution timeline:
  - Product Issues: 3-5 working days
  - Delivery Delays: 2-3 working days
  - Refunds: 7 working days

## Common FAQs

Q: How can I track my order?

A: You can track your order using the tracking link sent to your registered email or by contacting our support team.

Q: What if my product arrives damaged?

A: Please report damaged products within 48 hours with photographic evidence to initiate a replacement/refund.

Q: How long does delivery take?

A: Standard delivery takes 3-7 business days based on your location.

## Complaint Handling Process

1. Complaint received via chatbot, email, or phone.

2. Collect user information (Name, Phone, Email).
3. Document issue details clearly.
4. Assign complaint ID and store in the system.
5. Communicate timeline and keep the customer informed.