

TechGear Customer Support & Policy Guide

Version 2.0 | Last Updated: January 2026

ABOUT TECHGEAR

TechGear is a leading online electronics and technology retailer specializing in computers, laptops, smartphones, gaming equipment, smart home devices, and consumer electronics. We pride ourselves on competitive pricing, fast shipping, and exceptional customer service.

Company Information:

- Website: www.techgear.com
 - Customer Service: 1-800-TECH-GEAR (1-800-832-4432)
 - Email: support@techgear.com
 - Hours: 9:00 AM - 9:00 PM EST, 7 days a week
 - Live Chat: Available on website during business hours
 - Headquarters: 123 Innovation Drive, San Francisco, CA 94105
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SECTION 1: RETURNS & EXCHANGE POLICY

1.1 Standard Return Period

Customers have **30 days** from the date of delivery to return most items purchased from TechGear. The return period begins on the day the item is delivered to your address, not the order date. All items must be returned in their original condition with all included accessories, manuals, cables, and packaging materials.

For purchases made during our holiday shopping season (November 1 through December 31), we offer an extended return period. Any item purchased during this window can be returned until January 31 of the following year, giving customers additional flexibility for holiday gifts.

1.2 Items That Cannot Be Returned

Certain items are not eligible for return due to hygiene, safety, or licensing reasons:

Software and Digital Products: Once a software license key or digital download code has been redeemed or activated, the product cannot be returned. Unopened, shrink-wrapped software can be returned within 30 days.

Personal Care Electronics: Items such as electric shavers, toothbrushes, hair clippers, and earbuds/earphones cannot be returned once the packaging has been opened due to hygiene concerns.

Custom-Configured Products: Computers and laptops that have been custom-built or configured to your specifications cannot be returned unless they arrive defective or damaged.

Gift Cards and Prepaid Cards: All gift cards, gaming cards, and prepaid phone cards are non-returnable and non-refundable.

Clearance and Final Sale Items: Products marked as "Final Sale," "Clearance," or "As-Is" in the product description are sold without the option to return unless they arrive defective or damaged.

Downloadable Content: Digital software, games, music, movies, and e-books cannot be returned after download.

1.3 Return Condition Requirements

To receive a full refund, returned items must meet the following conditions:

The product must be in its original, unused condition. Items should not show signs of wear, installation, or use beyond basic testing to ensure functionality. Products must include all original accessories, cables, adapters, manuals, registration cards, and any promotional items that came with the purchase.

All items must be returned in their original manufacturer's packaging. If the original box is unavailable, the item must be packaged securely to prevent damage during return shipping. Missing or damaged original packaging may result in a partial refund or denial of the return.

Serial numbers, UPC codes, and security tags must be intact and unaltered. Products with removed or tampered serial numbers cannot be accepted for return.

Personal data must be removed from all electronic devices before returning. This includes erasing hard drives, removing accounts, performing factory resets on phones and tablets, and removing any installed software. TechGear is not responsible for any personal data left on returned devices.

1.4 Restocking Fees

A 15% restocking fee applies to certain opened products when returned for reasons other than defects or damage:

Products Subject to Restocking Fee:

- Desktop computers and laptops (opened)
- Televisions 37 inches and larger (opened)
- Projectors and projection screens (opened)
- High-end cameras and lenses over \$500 (opened)
- Graphics cards and processors (opened)
- Hard drives and solid-state drives (opened)
- Motherboards (opened)
- Drones and RC devices (opened)

No Restocking Fee Applies When:

- The item is unopened in original sealed packaging
- The item is defective or damaged
- We shipped the wrong item
- The product page displayed a "30-Day Hassle-Free Return" badge
- The item was misrepresented on our website

1.5 How to Initiate a Return

Step 1: Log Into Your Account Visit www.techgear.com and sign into your account using your email and password.

Step 2: Access Order History Navigate to "My Account" and select "Order History." Locate the order containing the item you wish to return.

Step 3: Select Item for Return Click on the order number, then click the "Return Item" button next to the product you want to return.

Step 4: Choose Return Reason Select the reason for your return from the dropdown menu. Options include: changed my mind, found a better price, item not as described, defective/not working, damaged in shipping, wrong item received, or other.

Step 5: Receive RMA Number After submitting your return request, you'll receive a Return Merchandise Authorization (RMA) number via email. This number must be included with your return shipment.

Step 6: Print Return Label A prepaid return shipping label will be available to download and print. If you cannot print the label, visit any of our carrier partner locations and they can print it for you.

Step 7: Package Your Return Securely package the item with all accessories and original packaging. Attach the return label to the outside of the package. Write your RMA number clearly on the outside of the box.

Step 8: Ship Your Return Drop off your package at any authorized carrier location (UPS, FedEx, USPS) or schedule a pickup. Keep your tracking receipt until the return is processed.

1.6 Return Shipping Costs

Free Return Shipping Is Provided For:

- Defective or malfunctioning items
- Items damaged during shipping
- Wrong items sent by TechGear
- Items that do not match their product description
- Missing parts or accessories from the original shipment

Return Shipping Fee of \$7.99 Applies For:

- Change of mind or buyer's remorse
- Found a better price elsewhere
- No longer need the item
- Ordered wrong item by mistake
- Item doesn't meet personal expectations (when not defective)

Special Shipping Fees: Items weighing over 50 pounds may incur additional return shipping fees ranging from \$25 to \$75 depending on size and weight. This includes large televisions, appliances, furniture, and exercise equipment. These fees will be clearly displayed when you initiate your return.

The return shipping fee is automatically deducted from your refund amount. If you choose store credit, the return shipping fee is waived.

1.7 Exchanges vs. Returns

TechGear does not offer direct product exchanges. If you wish to receive a different product, you must return the original item for a refund and place a new order for the item you want.

Replacements for Defective Items: If your item is defective within 30 days of purchase, you may request a direct replacement of the exact same model. Contact customer service to arrange a replacement. We will send the replacement item before requiring the return of the defective unit in most cases.

Same Model Replacement: If you received a damaged item or your item broke within the first 30 days, we can send a replacement of the identical model at no charge. This is only available for the exact same product, not for upgrades or different models.

1.8 Defective and Damaged Items

If you receive an item that is defective, damaged, or not working properly, you must report the issue within **48 hours of delivery** to qualify for our defective item policy.

Reporting Process: Contact customer service immediately via phone, chat, or email. Provide your order number, a description of the defect or damage, and photos showing the issue. Include photos of the exterior packaging if the damage appears to be from shipping.

For damaged packaging or visible shipping damage, note this on the delivery receipt when possible. This helps with claims filed against the shipping carrier.

Resolution Options: You may choose between receiving a full refund or a free replacement of the same item. Return shipping is free for defective and damaged items. No restocking fees apply to defective or damaged returns.

We may ask you to troubleshoot simple issues before authorizing a return, but if the item is confirmed defective, we will provide immediate resolution.

1.9 Wrong Item Received

If TechGear shipped you an incorrect item, we will resolve this at no cost to you.

Contact customer service within 7 days of delivery with your order number and photos of the item received. We will immediately ship the correct item to you via expedited shipping at no charge. A prepaid return label will be provided for the incorrect item.

You are not required to return the wrong item before receiving the correct one. We will send your correct item first, and you can return the wrong item within 14 days using the provided label.

SECTION 2: REFUND POLICY

2.1 Refund Processing Time

Once TechGear receives your returned item at our warehouse, our team will inspect it to ensure it meets return conditions. This inspection process typically takes **2-3 business days**.

After the inspection is complete and your return is approved, we will process your refund. The time it takes for the refund to appear in your account depends on your payment method:

Credit Card Refunds: 5-10 business days after processing **Debit Card Refunds:** 5-10 business days after processing

PayPal Refunds: 3-5 business days after processing **Original Payment Method:** Up to 14

business days for some payment processors **Store Credit/Gift Card:** Issued immediately upon return approval

The refund will be issued to your original payment method. If the original card has expired or been closed, the refund may be rejected by your bank. In this case, contact customer service and we can issue store credit or a check.

2.2 Refund Amounts

Full Refund Includes:

- Original purchase price of the item
- Original sales tax paid
- Original shipping costs (if item is defective, damaged, or wrong item)

Deductions from Refund:

- Restocking fee (15% if applicable based on product category)
- Return shipping fee (\$7.99 if return is not due to defect/damage)
- Partial refund amount (if item is damaged, incomplete, or missing parts)

Original Shipping Costs: Original shipping fees are only refunded if the return is due to our error (wrong item, defective, damaged) or if you paid for expedited shipping and we failed to deliver on time. Standard return shipping costs are not refunded.

2.3 Partial Refunds

In some cases, we may issue a partial refund rather than a full refund:

Missing Accessories or Packaging: If accessories, cables, manuals, or original packaging are missing, we will deduct the replacement cost from your refund. For example, if a laptop is returned without the power adapter, we may deduct \$50-\$80 for the missing adapter.

Signs of Use Beyond Testing: Items showing clear signs of installation, extended use, wear and tear, or cosmetic damage beyond testing may receive a partial refund. The amount deducted depends on the extent of the condition issues.

Damaged During Return Shipping: If an item is damaged during return shipping due to inadequate packaging (not using original packaging or insufficient protection), we may offer a partial refund based on the damage sustained.

Late Returns: Items returned more than 30 days after delivery (but within 60 days) may receive a partial refund of 50-75% of the purchase price at our discretion.

We will always contact you before issuing a partial refund to explain the deduction and give you the option to have the item returned to you instead.

2.4 Refund to Store Credit

Choosing store credit instead of a refund to your original payment method has benefits:

- Store credit is issued **immediately** upon return approval (no waiting for bank processing)
- Return shipping fee is **waived** when selecting store credit option
- Store credit **never expires** and can be used across all future purchases
- You can combine store credit with other payment methods

Store credit is issued as a TechGear gift card code that will be emailed to you and added to your account balance. You can view your store credit balance in your account dashboard at any time.

2.5 No Refund Situations

Refunds will not be issued in the following circumstances:

- Returns initiated more than 60 days after delivery
- Items on the non-returnable list that are returned
- Items damaged due to misuse, abuse, or improper storage
- Products with removed or altered serial numbers
- Items returned without a valid RMA number
- Repeated return abuse patterns (excessive returns without valid reasons)

If your return does not qualify for a refund, we will contact you with options to either have the item returned to you (you pay return shipping) or donate the item.

SECTION 3: SHIPPING & DELIVERY POLICY

3.1 Shipping Methods and Delivery Times

TechGear offers several shipping options to meet your needs:

Standard Shipping:

- **Delivery Time:** 5-7 business days
- **Cost:** FREE on orders \$50 and above; \$6.99 for orders under \$50
- **Details:** Ships via USPS, UPS, or FedEx based on your location
- **Tracking:** Included with all shipments

Expedited Shipping:

- **Delivery Time:** 2-3 business days
- **Cost:** \$12.99 flat rate regardless of order size

- **Details:** Ships via UPS or FedEx with guaranteed delivery window
- **Tracking:** Real-time tracking with delivery notifications

Next Business Day:

- **Delivery Time:** 1 business day (order before 2 PM EST)
- **Cost:** \$24.99 flat rate
- **Details:** Overnight delivery via FedEx or UPS
- **Tracking:** Premium tracking with exact delivery time window

Saturday Delivery:

- Available for expedited and next-day shipping options
- Additional \$9.99 fee
- Not available for standard shipping
- Must be selected at checkout

All delivery times are estimates and begin counting from the ship date, not the order date. Business days are Monday through Friday, excluding federal holidays.

3.2 Order Processing and Ship Times

Same-Day Processing: Orders placed before **2:00 PM EST** on business days will be processed and shipped the same day. You will receive a shipping confirmation email with tracking information once your order leaves our warehouse.

Next-Day Processing: Orders placed after 2:00 PM EST will be processed and shipped the next business day.

Weekend and Holiday Orders: Orders placed on Saturday, Sunday, or federal holidays will be processed on the next business day. Our warehouse operates Monday through Friday only.

Pre-Orders and Backorders: For items that are not currently in stock, the estimated ship date will be clearly displayed on the product page. You will not be charged until the item ships. You can cancel pre-orders or backorders at any time before they ship with no penalty.

3.3 Order Tracking

Every shipment from TechGear includes tracking:

Email Notifications: You will receive an automated email when your order ships containing your tracking number and a direct link to track your package.

Account Dashboard: Log into your TechGear account and visit "Order History" to view real-time tracking for all your orders.

SMS Tracking (Optional): Opt-in to receive text message updates including "out for delivery" and "delivered" notifications. Enable this feature in your account settings or during checkout.

Tracking Updates: Tracking information updates every few hours. If tracking shows no updates for more than 24 hours after the initial scan, this is normal during transit. However, if there are no updates for 72 hours, contact customer service.

3.4 Shipping Address Changes and Corrections

Before Shipment: You can change your shipping address anytime before your order ships. Log into your account, go to "Order History," select your order, and click "Change Shipping Address" if the option is available.

If the option is not available (order is being packed), contact customer service immediately via phone or live chat. We can often stop the order from shipping for a few hours.

After Shipment: Once an order has shipped, the shipping address cannot be changed in our system. However, you may be able to redirect the package through the shipping carrier's website or app:

- **UPS My Choice:** Sign up for free and redirect packages in transit
- **FedEx Delivery Manager:** Change delivery address or hold at location
- **USPS Informed Delivery:** Request package intercept (fee applies)

Carrier package redirection fees typically range from \$5-\$15 and are charged by the carrier, not TechGear.

3.5 International Shipping

TechGear ships to select international locations:

Countries We Ship To:

- Canada (all provinces)
- United Kingdom
- European Union countries (27 member states)
- Australia
- Japan

International Shipping Times: Standard international shipping takes **7-14 business days** from ship date. Expedited international options are available to some countries for **3-5 business days** delivery.

International Shipping Costs: Calculated at checkout based on destination, weight, and package dimensions. Typical costs range from \$25-\$75 for standard shipping.

Customs and Duties: International customers are responsible for all customs fees, import duties, taxes, and brokerage fees imposed by the destination country. These fees are not included in your order total and are collected by the carrier upon delivery or by customs officials.

Some countries may refuse entry of certain electronics or have restrictions on battery-powered devices. We recommend checking your country's customs website before ordering.

International Returns: International returns are accepted but the customer is responsible for return shipping costs. We recommend using a tracked shipping method. Returns from international customers may take longer to process due to customs clearance.

3.6 Delivery Issues and Missing Packages

Package Marked Delivered But Not Received:

If your tracking shows the package was delivered but you haven't received it:

1. **Check all delivery locations:** Look around your front door, back door, garage, porch, mailbox, and with neighbors
2. **Review delivery photo:** Most carriers take a photo at delivery; check your tracking details for this image
3. **Wait 24-48 hours:** Occasionally packages are scanned as delivered before actually being dropped off
4. **Check with household members:** Confirm no one else brought the package inside
5. **Contact TechGear after 48 hours:** If you still cannot locate your package after 48 hours, contact customer service with your order number

We will open an investigation with the shipping carrier. If the carrier confirms the package is lost, we will send a replacement at no cost or issue a full refund at your choice.

Stolen Packages: Unfortunately, package theft does occur. While TechGear is not responsible for packages stolen after confirmed delivery, we want to help. We will work with the carrier to file a claim and investigate. Each case is reviewed individually.

To prevent theft, consider:

- Requiring signature on delivery (available at checkout)
- Using a secure delivery location
- Installing a doorbell camera
- Having packages held at a carrier facility for pickup

3.7 Damaged Packages and Shipping Damage

Visible Damage at Delivery: If you notice damage to the outer packaging when the carrier delivers your order, note this on the delivery receipt if possible. Take photos of the damaged package from all angles before opening.

Open the package carefully and inspect the contents. If the product inside is damaged, take photos immediately.

Reporting Shipping Damage: All shipping damage must be reported within **48 hours of delivery** to qualify for our damaged goods policy. After 48 hours, we cannot guarantee acceptance of damage claims.

Contact customer service with:

- Order number
- Photos of damaged outer packaging
- Photos of damaged product
- Description of the damage

We will provide a prepaid return label and ship a replacement immediately or issue a full refund per your preference. Do not discard the damaged item or packaging until instructed by customer service.

3.8 Shipment Delays

Delays can occur due to factors beyond our control:

Common Causes of Delays:

- Severe weather conditions (hurricanes, snowstorms, floods)
- Carrier volume surges (holidays, peak shopping periods)
- Incorrect or incomplete address provided
- Customs clearance delays (international orders)
- Carrier operational issues or strikes
- Remote delivery locations

How We Handle Delays: If your package has not arrived within the estimated delivery window plus 3 additional business days, contact customer service. We will investigate with the carrier immediately.

For significant delays (more than 7 days past estimated delivery), we may offer:

- Refund of shipping charges
- Discount on your next purchase
- Option to cancel order for full refund
- Expedited shipping on a replacement order

3.9 Signature Requirements

Most orders do not require a signature for delivery. However, signatures are mandatory for:

- Orders with a total value exceeding \$1,000
- Large appliances and televisions over 55 inches
- Certain high-risk items (some jewelry, collectibles)
- Deliveries to businesses (signature required during business hours)

You can request signature confirmation for any order at checkout for an additional \$5 fee for added security.

If you won't be home to sign, you can:

- Leave a signed note authorizing delivery
- Redirect the package to a carrier facility for pickup
- Schedule a different delivery day through the carrier
- Have the package delivered to your workplace

3.10 Large Item and Freight Delivery

Items that are especially large or heavy ship via freight carriers:

Freight Delivery Items Include:

- Televisions 65 inches and larger
- Large appliances (refrigerators, washing machines)
- Furniture and large office equipment
- Treadmills and exercise equipment over 100 pounds

Freight Delivery Process:

1. You will receive a call from the freight company to schedule delivery
2. Delivery is scheduled within a 4-hour window
3. An adult (18+) must be present to sign for delivery
4. The carrier will bring the item to your door or garage (not into your home)
5. You should inspect the item immediately before signing

Freight Delivery Fees: Freight delivery fees range from \$75-\$200 depending on item size and your location. These fees are displayed during checkout.

Freight delivery is available Monday through Friday only in most areas. Saturday delivery may be available for an additional fee.

SECTION 4: ORDER MANAGEMENT

4.1 Placing an Order

Creating an Account: While you can checkout as a guest, we recommend creating a free TechGear account. Benefits include:

- Faster checkout with saved payment methods and addresses
- Order tracking and history
- Saved wishlists and shopping carts
- Exclusive member-only deals
- Early access to sales events

To create an account, click "Sign Up" and provide your email address, create a password, and enter your name.

Adding Items to Cart: Browse products, select your desired items, choose options (color, size, specifications), and click "Add to Cart." Your cart saves automatically and syncs across devices if you're logged in.

Applying Promotional Codes: Enter your promotional code in the "Promo Code" field at checkout before completing payment. Only one promo code can be used per order. Promotional codes are case-sensitive.

Completing Checkout: Review your cart, select shipping method, enter or confirm shipping address, select payment method, review order total, and click "Place Order."

You will receive an order confirmation email immediately after placing your order with your order number and summary.

4.2 Modifying Your Order

Before Shipment: Orders can only be modified before they ship. To modify your order:

1. Log into your account
2. Go to "Order History"
3. Click on the order you want to modify
4. If the option is available, you can:
 - Change shipping address
 - Update quantity (if items are in stock)
 - Change shipping method (may incur additional charges)

Time Limit for Changes: Modifications must be made within 30 minutes of order placement. After 30 minutes, orders are sent to our warehouse for processing and can no longer be modified.

After Shipment: Once an order has shipped, no modifications are possible. You will need to receive the order and initiate a return if needed.

If you need to make urgent changes, contact customer service immediately via phone (fastest method) or live chat.

4.3 Canceling Your Order

Cancellation Before Shipment: You can cancel any order before it ships with no penalty or cancellation fee. To cancel:

1. Log into your TechGear account
2. Navigate to "Order History"
3. Find your order and click "Cancel Order"
4. Confirm cancellation

You will receive a cancellation confirmation email within a few minutes. Refunds for cancelled orders are processed within 3-5 business days to your original payment method.

Cancellation After Shipment: Once an order has shipped, it cannot be cancelled. Options at this point:

- **Refuse Delivery:** You can refuse the package when the carrier attempts delivery. It will be returned to TechGear and you'll receive a full refund (minus any restocking fees that would normally apply)
- **Return After Receipt:** Accept the package and initiate a return following our standard return process

Pre-Orders and Backorders: Pre-orders and backorders can be cancelled at any time before the item ships. Since you are not charged until shipping, there is no refund processing needed for cancelled pre-orders.

4.4 Out of Stock Items

If an item you want to purchase is out of stock:

Email Notifications: Click "Notify Me When Available" on the product page. Enter your email address and we'll send you an alert as soon as the item is back in stock.

Backorder Option: Some items offer a backorder option. You can place an order and we'll ship it as soon as stock arrives. You will not be charged until the item ships. Estimated restock dates are provided when available but are not guaranteed.

Alternative Products: Product pages for out-of-stock items display "Similar Products" and "Alternative Options" that are currently in stock.

Waitlist for High-Demand Items: For highly sought-after products (new releases, limited editions), we may implement a waitlist system. Customers on the waitlist will receive priority purchasing when stock becomes available.

4.5 Price Matching

TechGear offers a price match guarantee:

Eligible Retailers: We will match prices from major authorized retailers including Amazon, Best Buy, Newegg, Walmart, Target, and other nationally recognized retailers. The retailer must be an authorized dealer of the product.

Price Match Conditions:

- Request must be made within 7 days of your purchase
- Must be for the exact same model number
- Competitor's price must be currently available and verifiable
- Item must be new (not refurbished, open-box, or clearance)
- Competitor must have the item in stock and available for immediate purchase
- Excludes marketplace sellers, auction sites, and unauthorized dealers

How to Request Price Match: Contact customer service with your order number and a link to the competitor's lower price. We will verify the price and issue a refund for the difference to your original payment method within 3-5 business days.

Price Match After Purchase: If an item you purchased goes on sale at TechGear within 7 days of your purchase, contact customer service for a price adjustment.

4.6 Order Problems and Errors

Incorrect Item in Order: If you ordered the wrong item by mistake, you can return it following our standard return policy (restocking fees may apply if opened). To avoid this, double-check your cart before completing checkout.

Missing Items from Order: If your order is missing items that were listed on your packing slip:

- Check all packaging carefully (small items can hide in packaging material)
- Verify the shipping box is the correct one for your order
- Contact customer service within 7 days with your order number and packing slip photo

We will ship missing items at no charge via expedited shipping.

Damaged Items in Order: See Section 3.7 for reporting damaged items.

Wrong Quantity Shipped: If you received more or fewer items than you ordered, contact customer service immediately. We will resolve the discrepancy at no cost to you.

SECTION 5: ACCOUNT MANAGEMENT

5.1 Creating and Managing Your Account

Account Creation: Creating a TechGear account is free and takes less than one minute:

1. Click "Sign Up" in the top right corner
2. Enter your email address
3. Create a strong password (minimum 8 characters, must include a number and symbol)
4. Provide your first and last name
5. Verify your email address by clicking the link sent to your inbox

Account Dashboard: Your account dashboard provides access to:

- Order history and tracking
- Saved payment methods
- Shipping addresses (save multiple addresses)
- Wishlist
- Product reviews
- Account settings and preferences
- Subscription management
- Store credit balance

Profile Updates: To update your personal information:

- Go to "Account Settings"
- Click "Edit Profile"
- Modify your name, email, phone number, or password
- Click "Save Changes"

Changes take effect immediately. If you change your email address, you must verify the new email before it becomes active.

5.2 Password Management

Changing Your Password: To change your password while logged in:

1. Go to "Account Settings"
2. Click "Security"
3. Select "Change Password"
4. Enter your current password
5. Enter and confirm your new password
6. Click "Update Password"

Password Requirements:

- Minimum 8 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character (!@#\$%^&*)

Forgot Password: If you forgot your password:

1. Click "Forgot Password" on the login page
2. Enter the email address associated with your account
3. Check your email for a password reset link (check spam folder if not received within 5 minutes)
4. Click the link (valid for 24 hours)
5. Create a new password
6. Log in with your new password

For security reasons, password reset links expire after 24 hours. If your link expired, request a new one.

Account Security: We never ask for your password via email, phone, or text message. If you receive such a request, do not respond and report it to security@techgear.com.

5.3 Two-Factor Authentication (2FA)

For enhanced account security, we strongly recommend enabling two-factor authentication:

Enabling 2FA:

1. Go to "Account Settings" > "Security"
2. Click "Enable Two-Factor Authentication"
3. Choose your preferred method:
 - SMS text message (enter phone number)
 - Authenticator app (scan QR code with Google Authenticator or similar app)
4. Enter the verification code to confirm setup

Using 2FA: Once enabled, you'll be prompted to enter a verification code each time you log in from a new device or browser.

Backup Codes: When setting up 2FA, you'll receive backup codes. Store these securely. If you lose access to your 2FA method, backup codes allow you to log in.

5.4 Saved Payment Methods

Adding a Payment Method: You can securely save credit/debit cards and PayPal accounts for faster checkout:

1. Go to "Account Settings" > "Payment Methods"
2. Click "Add Payment Method"
3. Enter card details or connect PayPal
4. Choose to set as default payment method (optional)
5. Click "Save"

Payment Security:

- We use 256-bit SSL encryption for all payment data
- Full card numbers are never stored; we store only the last 4 digits for reference
- CVV codes are never stored and must be entered at each purchase
- We are PCI-DSS Level 1 certified (highest security standard)

Managing Payment Methods: You can view, edit, or delete saved payment methods at any time. To delete a payment method, click the trash icon next to the card. To set a different card as default, click "Make Default."

5.5 Saved Addresses

Managing Addresses: Save multiple shipping addresses for convenient ordering:

1. Go to "Account Settings" > "Addresses"
2. Click "Add New Address"
3. Enter complete address details (street, city, state, ZIP, phone number)
4. Label the address (e.g., "Home," "Office," "Mom's House")
5. Optionally set as default shipping address
6. Click "Save"

You can edit or delete addresses at any time. We recommend keeping your address book up to date to avoid shipping errors.

Delivery Instructions: Add special delivery instructions to each saved address:

- "Leave package at back door"
- "Use side gate to access porch"
- "Deliver to building manager"
- "Ring doorbell for signature"

5.6 Email Preferences and Notifications

Email Subscriptions: Manage what emails you receive from TechGear:

Order Updates: (Cannot unsubscribe - required for your orders)

- Order confirmation
- Shipping notifications

- Delivery confirmations
- Return status updates

Marketing Emails: (Optional - can unsubscribe)

- Sales and promotions
- New product announcements
- Exclusive member deals
- Personalized recommendations

Notification Preferences:

- Weekly newsletter
- Price drop alerts on wishlist items
- Back-in-stock notifications
- Product review requests

To manage preferences, go to