**General Shop Information**

1. **Where is your shop located?**  
   Our shop is located on K.T. Road, Haripur near Care Hospital. It's just a 10-minute walk from Bilaspur Railway Station.
2. **What are your opening hours?**  
   We are open from Monday to Saturday, 9:00 AM to 8:00 PM. On Sundays, we are open from 10:00 AM to 6:00 PM.
3. **Do you have multiple branches?**  
   No, we have only one branch.
4. **How can I contact the shop?**  
   You can reach us at 5673214678 or email us at abc@gmail.com.
5. **Do you provide home delivery?**  
   Yes, we offer home delivery for selected products. Delivery charges may apply based on location.

**Product and Service Information**

1. **What types of products do you sell?**  
   We sell laptops, desktops, computer accessories (e.g., keyboards, mice, monitors), networking devices, and gaming peripherals.
2. **Do you provide repair services?**  
   Yes, we offer repair services for laptops, desktops, and other computer-related devices.
3. **Do you sell refurbished products?**  
   Yes, we have a collection of refurbished laptops and desktops. All refurbished products come with a warranty.
4. **Do you provide software installation services?**  
   Yes, we assist with software installations, including operating systems, antivirus software, and productivity tools.
5. **Do you sell gaming PCs?**  
   Yes, we sell custom-built gaming PCs and pre-configured setups.

**Pricing and Offers**

1. **Do you offer discounts?**  
   Yes, we have seasonal discounts and promotional offers. Please check our website or ask in-store for details.
2. **Do you match online prices?**  
   We strive to provide competitive pricing. For price matching, please consult with our sales team.
3. **Do you have financing options?**  
   Yes, we offer EMI options on selected products. Terms and conditions apply.

**Technical Support Queries**

1. **Can I upgrade my existing laptop or PC at your shop?**  
   Yes, we provide upgrade services for RAM, SSDs, GPUs, and other components.
2. **Do you offer remote support?**  
   Yes, we provide remote troubleshooting for software-related issues.
3. **Can you build a custom PC for me?**  
   Absolutely! Share your requirements, and we’ll build a custom PC tailored to your needs.

**Miscellaneous Queries**

1. **Do you sell second-hand products?**  
   Yes, we have a collection of pre-owned laptops and desktops.
2. **Can I trade in my old computer?**  
   Yes, we offer trade-in options. Bring your device to the shop for evaluation.
3. **Do you offer bulk purchase discounts?**  
   Yes, discounts are available for bulk purchases. Please contact our sales team for details.
4. **Do you provide warranties?**  
   Yes, all products come with manufacturer warranties. Additional warranties are available for select items.