

TECHMART INDIA – FREQUENTLY ASKED QUESTIONS (FAQ)

Effective Date: January 1, 2024

Applicable Across India

FREQUENTLY ASKED QUESTIONS

This FAQ document answers common questions about products, orders, returns, warranties, and customer support for **TechMart India**, a pan-India electronics retail platform (“TechMart”).



ORDERING & PAYMENT

Q: How do I place an order?

A: Orders can be placed online or in-store at TechMart outlets. A valid invoice is issued for every purchase.

Q: What payment methods are accepted?

A: We accept:

- Credit and debit cards
- UPI (Google Pay, PhonePe, Paytm)
- Net banking
- Cash on Delivery (COD) for eligible orders

Q: Do you offer EMI options?

A: Yes. EMI is available on orders above ₹10,000 for 3, 6, 9, or 12 months, subject to bank eligibility.



SHIPPING & DELIVERY

Q: Do you deliver across India?

A: Yes. TechMart delivers products across India. Delivery timelines may vary by location.

Q: What are the delivery timelines?

A:

- Metro cities: 3–5 business days
- Non-metro locations: 5–7 business days

Q: Can I change my delivery address after placing an order?

A: Address changes are allowed before the product is shipped. Once shipped, changes may not be possible.

RETURNS & REFUNDS

Q: What is your return window?

A: Products can be returned within:

- 0–30 days for a full refund
 - 31–60 days for store credit
- Returns are not accepted after 60 days.

Q: Can I return a defective product?

A: Yes. Defective products reported within 15 days of delivery are eligible for free replacement or repair.

Q: How long do refunds take?

A: Refunds are processed within 5–7 business days after product inspection.

WARRANTY & SUPPORT

Q: What is the warranty period for products?

A: Most products come with a standard 2-year manufacturer warranty. Accessories carry a 1-year warranty unless stated otherwise.

Q: What does the warranty cover?

A: The warranty covers manufacturing defects and hardware failures under normal usage conditions. Physical or liquid damage is not covered.

Q: How do I claim warranty service?

A: Contact TechMart customer support with your invoice and issue description. You may be asked to submit the product to an authorized service center.

PRODUCTS & CATALOG

Q: Are the products listed in the catalog genuine?

A: Yes. All products listed in the TechMart catalog are genuine and sourced through authorized channels.

Q: Where can I find product specifications and prices?

A: Detailed specifications, pricing, SKUs, and warranty information are available in the Product Catalog document.

 **ACCOUNT & SECURITY**

Q: Do I need an account to place an order?

A: No. You can place an order as a guest. However, creating an account allows you to track orders, manage returns, and access invoices easily.

Q: Is my personal information safe with TechMart?

A: Yes. TechMart follows standard data protection practices and uses secure systems to protect customer information.

 **INVOICES & DOCUMENTATION**

Q: Will I receive an invoice for my purchase?

A: Yes. A digital invoice is provided for every purchase and is required for warranty claims and returns.

Q: What if I lose my invoice?

A: You can request a copy by contacting customer support with your order details.

 **WARRANTY vs RETURN (HIGH-VALUE DEMO QUESTIONS)**

Q: My product is under warranty but outside the return window. What should I do?

A: You can still claim warranty service for eligible issues even if the return period has expired. Returns and warranty claims are handled separately.

Q: Can I get a refund for a product covered under warranty?

A: Refunds are only applicable within the return window. Warranty coverage includes repair or replacement, not refunds beyond the return period.

Q: What happens if my warranty claim is rejected?

A: If a claim is rejected due to non-covered damage, you may opt for paid repair services where available.

INSTALLATION & AFTER-SALES SUPPORT

Q: Do you offer installation or setup support?

A: Yes. Free installation support is available for laptops and select devices.

Q: Does installation affect my warranty?

A: No. Installation by TechMart or self-installation following product guidelines does not affect warranty coverage.

STORES & SERVICE CENTERS

Q: Does TechMart have physical stores?

A: Yes. TechMart operates retail and service partner locations across major cities in India.

Q: Can I visit a service center directly for warranty claims?

A: Yes, with a valid invoice. Some claims may still require prior approval from customer support.

GENERAL

Q: Are prices the same online and in-store?

A: Prices may vary due to location-specific offers or promotions.

Q: Can policies change over time?

A: Yes. TechMart reserves the right to update policies. The version available at the time of purchase applies.

CUSTOMER SUPPORT

Q: How can I contact TechMart customer support?

A:

- Email: support@techmart.com
- Phone: 1-800-TECH-MART
- Support hours: 24/7

Q: What should I do if I receive a damaged product?

A: Contact customer support immediately with photos of the damage. Our team will guide you through replacement or refund options.

This FAQ document is fictional and created solely for demonstration and hackathon purposes.