

Complaint ID	Complaint	Category	Priority	Resolution	Notes
C001	My order hasn't arrived	Shipping	High	We apologize for the delay. Your order is expected to arrive within 3-5 business days.	Check tracking before contacting customer.
C002	I received a damaged product	Product	High	We are sorry for the inconvenience. Please return the item for a replacement or refund.	Provide prepaid return label.
C003	I was charged incorrectly	Billing	High	Kindly provide your order ID. We will investigate and refund any incorrect charges within 2 business days.	Verify payment gateway logs.
C004	I want to cancel my subscription	Account	Medium	Your subscription has been canceled. You will receive a confirmation via email shortly.	Confirm next billing cycle is stopped.
C005	How do I reset my password?	Account	Low	Click on 'Forgot Password' on the login page and follow the instructions to reset your password.	Ensure email verification is sent.
C006	The product is missing accessories	Product	Medium	Please provide your order ID. We will send the missing items immediately.	Track accessory shipment separately.
C007	My account is locked	Account	High	Contact our support team with your registered email to unlock your account.	Security check may be required.
C008	I need to update my shipping address	Shipping	Medium	You can update your shipping address under 'Account Settings' before your order ships.	Cannot update after dispatch.

C009	I want a refund	Billing	High	Please submit a refund request via your order history. Refunds are processed within 5-7 business days.	Escalate if delay > 7 days.
C010	I received the wrong item	Product	High	Return the incorrect item. We will ship the correct product immediately.	Include prepaid return label.
C011	I did not receive my loyalty points	Account	Low	Points will be credited within 48 hours. If not, contact support with your account ID.	Check transaction logs.
C012	My coupon code is not working	Billing	Medium	Verify the code validity and minimum purchase criteria. If still not working, contact support.	Provide alternate code if expired.
C013	I was double-charged	Billing	High	We will refund the duplicate charge within 2 business days.	Confirm bank processing times.
C014	Product arrived late	Shipping	Medium	We apologize for the delay. Estimated delivery is 1-2 business days.	Offer discount if late > 3 days.
C015	I received a defective product	Product	High	Return the defective item for a replacement or refund.	Document defect with photos.
C016	Can I change my order after placing it?	Shipping	Medium	Orders can only be modified within 1 hour of placement.	Otherwise, cancel & reorder.
C017	How do I track my shipment?	Shipping	Low	Use the tracking link sent in your order confirmation email or enter the tracking ID on our site.	Include step-by-step instructions.

C018	I am unable to login	Account	High	Reset your password via 'Forgot Password'. If problem persists, contact support.	Check account suspension logs.
C019	My refund hasn't been processed	Billing	High	Refunds usually take 5-7 business days. If overdue, contact support with your order ID.	Escalate if >7 days.
C020	I need a replacement warranty	Product	Medium	Submit warranty request via your order history. Approval may take 2-3 business days.	Include proof of purchase.