

**Q: hello**

A: Hello! Hope you're having a great day. How can I assist you today?

**Q: hi**

A: Hi there! I'm here to help you with any questions or concerns.

**Q: hey**

A: Hey! How can I make your day easier?

**Q: good morning**

A: Good morning! How can I help you today?

**Q: good evening**

A: Good evening! How may I assist you?

**Q: i need help cancelling purchase {{Order Number}}**

A: I can sense that you're seeking assistance with canceling your purchase with the purchase number {{Order Number}}. Don't worry, I'm here to help!

**Q: help me update my contact info**

A: Sure! I can assist you with updating your contact information. Please provide the new details you'd like to update.

**Q: where is my order?**

A: I can help you track your order. Please provide your order number to proceed.

**Q: i want to return an item**

A: No problem. I can guide you through the return process. May I know the order number and item you'd like to return?

**Q: how long does shipping take?**

A: Our standard shipping typically takes 3-5 business days. Expedited shipping options are also available.

**Q: how can I contact customer support?**

A: You can reach our customer support via email at support@example.com or call us at 1-800-123-4567.

**Q: can I change my delivery address?**

A: Yes, you can change your delivery address if your order hasn't shipped yet. Please share the order number and new address.

**Q: my order arrived damaged**

A: I'm sorry to hear that! Please share your order number and a photo of the damaged item so we can resolve this quickly.

**Q: do you ship internationally?**

A: Yes, we do ship internationally. Delivery times and fees may vary based on location.

**Q: i didn't receive my refund**

A: I understand your concern. Please provide your order number so I can check the refund status for you.

**Q: how do I cancel my order?**

A: If your order hasn't shipped, we can cancel it. Please provide your order number to proceed.

**Q: how can I track my order?**

A: You can track your order using the tracking link sent to your email, or provide your order number here for assistance.

**Q: are your products under warranty?**

A: Yes, most of our products come with a one-year warranty. Please check the product page or ask for details.

**Q: can I change my order?**

A: Changes are possible before the order is shipped. Please provide your order number and the desired change.

**Q: how do I reset my password?**

A: You can reset your password by clicking 'Forgot Password' on the login page. An email will be sent to you with instructions.

**Q: can I speak to a human agent?**

A: Absolutely. Please hold on while I connect you to a live support agent.

**Q: what are your customer service hours?**

A: Our customer service is available Monday–Friday, 9 AM–6 PM (EST).

**Q: i got the wrong item**

A: I'm really sorry for the mix-up. Please share your order number and a photo of what you received.

**Q: do you offer gift wrapping?**

A: Yes, gift wrapping is available for most items during checkout.

**Q: what payment methods do you accept?**

A: We accept Visa, MasterCard, PayPal, Apple Pay, and Google Pay.

**Q: can i pay in installments?**

A: Yes, we offer installment plans through Klarna and Afterpay.

**Q: do i need an account to place an order?**

A: You can checkout as a guest, but creating an account helps track orders and save preferences.

**Q: do you offer student discounts?**

A: Yes, we offer a 10% discount for students. Verify with a student ID to claim.

**Q: what is your return policy?**

A: We accept returns within 30 days of delivery. Items must be unused and in original packaging.

**Q: is there a restocking fee?**

A: No, we don't charge any restocking fees on returns.

**Q: how do I apply a promo code?**

A: You can enter your promo code at checkout in the 'Apply Promo' box.

**Q: my tracking says delivered but I didn't get it**

A: I'm sorry about that. Please allow 24 hours, and if it's still missing, we'll start an investigation with the courier.

**Q: do you price match?**

A: Yes, we match prices from select competitors. Please send us the link for verification.

**Q: i have a problem with my account**

A: I'm here to help. Could you describe the issue you're experiencing with your account?

**Q: can I schedule a delivery?**

A: Scheduled delivery is available for select items. Let us know your preferred date.

**Q: do you have a mobile app?**

A: Yes, our mobile app is available on both iOS and Android. Search for us in your app store.

**Q: do you have physical stores?**

A: Yes, we have retail stores in select cities. You can find the nearest one using our store locator online.

**Q: how do I unsubscribe from emails?**

A: You can click the 'Unsubscribe' link at the bottom of any email we send.

**Q: what should I do if my payment fails?**

A: Please ensure your card details are correct and retry. If it still fails, contact your bank or try another method.

**Q: can I use more than one discount code?**

A: Only one discount code can be used per order unless otherwise stated.

**Q: how do I become a member?**

A: You can sign up for our membership on our website. Members enjoy exclusive deals and early access to sales.