

# Circla Customer Support Guide

## Welcome to Circla Support

This document contains comprehensive guides for resolving common customer issues. Our goal is to provide swift and effective solutions.

## 1. Delivery & Shipping

### Shipping Options and Timeframes

- **Standard Shipping:** 7-10 business days. Cost: \$5.99 or free on orders over \$50.
- **Express Shipping:** 2-3 business days. Cost: \$15.99.
- **Overnight Shipping:** Next business day if ordered before 2 PM EST. Cost: \$29.99.
- **International Shipping:** Available to select countries. Delivery takes 15-21 business days. Cost varies by destination.

### Tracking Your Order

- A tracking number is automatically emailed to you within 24 hours of your item shipping.
- You can also find your tracking number by logging into your account and viewing your order history.

### Late Shipment

- Standard delivery timeframe is 7–10 business days from the date of shipment confirmation (not order date).
- If your order is delayed beyond this window, please contact our support team at **support@company.com** and provide your order ID for assistance. We will contact the carrier on your behalf.

## Lost Package

- If your tracking information has not updated for more than 7 business days, your package may be lost.
- We will initiate an investigation with the courier service, which can take 3-5 business days.
- A replacement or refund will be processed within 10 business days upon confirmation of the loss.

## Damaged Items

- Please inspect your package immediately upon delivery. Refuse the delivery if the box is severely damaged.
- To report damages, email us at **support@company.com** with clear photos of the damaged item and packaging attached within 14 days of delivery.
- Valid claims will result in a replacement or refund processed within 7 business days.

## Address Changes

- You can change your shipping address within 1 hour of placing your order by contacting **support@company.com**.
- After 1 hour, the order enters the packing process and address changes cannot be guaranteed.

# 2. Payment, Billing & Refunds

## Accepted Payment Methods

- We accept all major credit/debit cards (Visa, MasterCard, American Express, Discover), PayPal, and Circla Gift Cards.

## Failed Payment

- Common reasons: insufficient funds, incorrect CVV, card expiration, or bank declining the transaction.

- Please check your card details and account balance. Try the payment again. If the issue persists, contact your bank or try a different payment method.

## **Refund Not Processed**

- Standard refund processing time is 5–7 business days to appear in your account. The time it takes to post depends on your bank.
- If your refund is delayed beyond 10 business days, please contact support with your order ID for investigation.

## **Payment Disputes & Chargebacks**

- For any billing disputes, please email **[billing@company.com](mailto:billing@company.com)** before initiating a chargeback with your bank.
- Include your transaction ID, the date of purchase, and a detailed description of the issue.
- Our billing team aims to resolve all disputes within 5 business days. Chargebacks may result in account suspension.

## **Understanding Your Invoice**

- All invoices are available for download in the "Order History" section of your account.
- Column headings: **Order ID, Date, Item, Quantity, Unit Price, Tax, Shipping, Total Amount.**

# **3. Products & Warranty**

## **Warranty Coverage**

- All our products are covered by a **6-month limited warranty** against manufacturing defects from the date of delivery.
- The warranty does not cover damage caused by accident, misuse, or normal wear and tear.

## Reporting Defects

- To report a defect, please email **support@company.com**.
- Include your order ID, clear photos and/or a short video of the product demonstrating the defect, and a description of the issue.

## Replacement/Refund Policy

- Valid warranty claims will be approved for a replacement or refund within 7 business days.
- For replacements, a shipping label will be provided. Please ship the defective item back within 30 days.
- **Please note:** Customized or monogrammed products may not be eligible for refunds, only replacements.

## Compatibility & Specifications

- Full technical specifications for all products are available on each product page on our website.
- For compatibility questions, please see the "Frequently Asked Questions" section on the product page or contact support.

# 4. Order Management

## Canceling Orders

- Orders can be canceled within **24 hours** of placement.
- To cancel, email **support@company.com** with your order ID. Cancellations are not guaranteed if the order has entered the "Processing" stage.

## Modifying Orders

- Changes to product variants (e.g., color, size) or quantities can be made within **24 hours** of order placement.
- Contact our support team with your order ID and the requested changes. Price adjustments will be applied.

## Upgrading Orders

- You may upgrade to a higher-tier product within **48 hours** of your original order.
- Contact support to arrange an upgrade. You will be charged the price difference plus any applicable shipping costs.

## Order Status Definitions

- **Processing:** Your order is being packed and prepared for shipment. Cannot be modified at this stage.
- **Shipped:** Your order is with the carrier. A tracking number is available.
- **Delivered:** The carrier has reported the package as delivered.

# 5. Subscription Management

## Pausing a Subscription

- You can pause your subscription by logging into your account and navigating to "Subscriptions" > "Pause".
- A subscription can be paused for a maximum duration of **3 months**. You will not be billed during the pause period.

## Canceling a Subscription

- To cancel your subscription and avoid future charges, log into your account and navigate to "Subscriptions" > "Cancel". Confirm the cancellation.
- Billing will stop immediately upon confirmation. You will retain access to the service until the end of your current billing period.

## Refunds on Cancellation

- Partial refunds for the unused portion of the current billing period may be available upon cancellation.
- For clarification on your specific refund eligibility, please contact **[billing@company.com](mailto:billing@company.com)**.

## **Changing Subscription Frequency**

- You can change how often you receive a subscription item (e.g., from monthly to quarterly) from your "Subscriptions" page.

## **6. Account & Technical Support**

### **Resetting Your Password**

- Click "Forgot Password" on the login page. A password reset link will be sent to your email address.
- The link is valid for 2 hours.

### **Updating Account Information**

- You can update your email address, phone number, and default shipping address from the "Account Details" page.

### **Two-Factor Authentication (2FA)**

- We recommend enabling 2FA for added security. This can be found in "Account Security" settings.
- If you lose access to your 2FA device, contact support for account recovery, which requires identity verification.

### **Website & Browser Compatibility**

- Our site works best on the latest versions of Chrome, Firefox, Safari, and Edge.
- Please ensure cookies and JavaScript are enabled in your browser.

## **7. Returns & Exchanges**

### **Standard Return Policy**

- We accept returns within **30 days** of delivery for most unused and unopened items.

- The customer is responsible for return shipping costs unless the return is due to our error.

## Return Process

1. Initiate a return from the "Order History" section of your account.
2. Print the provided return label.
3. Pack the item securely and ship it back.
4. A refund will be issued to your original payment method within 7 business days after we receive and inspect the item.

## Exchanges

- We currently offer exchanges for defective or damaged items only.
- For a wrong size or color, please return the original item for a refund and place a new order.

# 8. Contact Information & Hours

## Primary Support Channels

- **Email General Support:** [support@company.com](mailto:support@company.com) (Response time: < 24 hours)
- **Email Billing:** [billing@company.com](mailto:billing@company.com) (Response time: < 12 hours)
- **Live Chat:** Available on our website from 9 AM - 6 PM EST, Monday to Friday.
- **Phone Support:** 1-800-COMPANY (1-800-266-7269) - 9 AM - 6 PM EST, Monday to Friday.

## Escalating an Issue

- If your issue is not resolved to your satisfaction, you can request to escalate the ticket by replying to your support email with "ESCALATE" in the subject line.

**Document Version:** 2.5

**Last Updated:** October 26, 2023

