

TechShop FAQ

TechShop Inc.

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1 Introduction

This FAQ document answers common questions about using the TechShop e-commerce platform. Whether you're curious about shipping times, warranty policies, or how to apply promo codes, this guide provides clear and concise answers to help you shop with confidence. For additional support, contact us at support@techshop.com.

2 Shipping and Delivery

2.1 How long does shipping take?

Standard shipping within the USA takes 3–5 business days. International shipping varies by region, typically 7–14 business days. Expedited options are available at checkout.

2.2 Can I track my order?

Yes, you can track your order using the order number provided in your confirmation email. Visit www.techshop.com/track and enter your order number and email address.

2.3 Do you offer free shipping?

Free shipping is available on orders over \$50 within the USA. Check the Deals section for additional shipping promotions.

3 Product Warranties

3.1 What is the warranty period for products?

Most products come with a 1-year manufacturer warranty. Some products, like laptops and smartphones, may have extended warranty options available at purchase.

3.2 How do I claim a warranty?

To claim a warranty:

1. Contact support at support@techshop.com with your order number and issue details.
2. Provide proof of purchase (e.g., order confirmation email).
3. Follow instructions for returning the product to the manufacturer or TechShop.

4 Account and Orders

4.1 Do I need an account to shop?

No, you can shop as a guest. However, creating an account allows you to track orders, save preferences, and enjoy faster checkouts.

4.2 How do I cancel an order?

To cancel an order:

1. Visit www.techshop.com/orders and log in (or use your order number for guest orders).
2. Select the order and click "Request Cancellation."
3. Cancellations are possible if the order has not yet shipped. Contact support if you encounter issues.

5 Promotions and Discounts

5.1 How do I apply a promo code?

Enter your promo code in the "Promo Code" field during checkout. Click "Apply" to see the discount reflected. Ensure the code is valid and meets any conditions (e.g., minimum purchase amount).

5.2 Where can I find current promotions?

Visit the Deals section at www.techshop.com/deals for the latest discounts, bundle offers, and seasonal promotions.

6 Returns and Refunds

6.1 What is your return policy?

TechShop offers a 30-day return policy for unused products in original packaging. Visit www.techshop.com/returns to start a return request.

6.2 How long does a refund take?

Refunds are processed within 7–10 business days after we receive the returned item. Refunds are issued to the original payment method.

7 Contacting Support

7.1 How can I contact customer support?

You can reach our support team via:

- Email: support@techshop.com
- Phone: +1-800-TECHSHOP (9 AM–5 PM, Monday–Friday)
- Live Chat: Available via the chat icon on www.techshop.com

8 Contact Information

For further inquiries:

- Website: www.techshop.com
- Email: support@techshop.com
- Address: TechShop Inc., 123 Technology Avenue, San Francisco, CA 94105, USA