

# **Fashion E-commerce Customer Service Knowledge Base**

## **1. Size Recommendation Knowledge Base**

### **1.1 General Principles**

Size recommendations are based on customer-provided information and do not guarantee a perfect fit. If a customer falls between two sizes, the larger size is generally recommended for comfort. Slim-fit styles, non-stretch fabrics, and denim products may feel tighter.

### **1.2 Information to Collect**

Height (cm), weight (kg), usual size, fit preference (slim / regular / loose), and sensitivity to tightness at the waist, hips, thighs, or shoulders.

### **1.3 Example**

For a customer who is 170 cm tall and weighs 60 kg, size L is generally recommended. For a looser fit, XL may be more comfortable.

## **2. Shipping Policy Knowledge Base**

### **2.1 Order Processing Time**

Orders are typically shipped within 1–3 business days. During promotional periods or holidays, processing may take 3–5 business days.

### **2.2 Estimated International Delivery Time**

United States: 7–12 business days. Europe: 8–15 business days. Southeast Asia: 6–10 business days. Delivery time may vary due to customs clearance or local carriers.

### **2.3 Common Questions**

If tracking information has not updated for several days, this is usually normal during customs clearance or transit.

## **3. Returns & Exchanges Knowledge Base**

### **3.1 Return Policy**

We offer a 7-day no-reason return policy starting from the delivery date. Returned items must be unused, unwashed, and suitable for resale, with original tags and packaging.

### **3.2 Non-returnable Items**

Items that have been worn, washed, damaged, customized products, intimate apparel, or items returned outside the return window are not eligible.

### **3.3 Return Process**

Contact customer service → receive approval and return address → ship the item back → refund or exchange is processed within 3–5 business days after warehouse receipt.

## **4. Care Instructions Knowledge Base**

### **4.1 General Care Guidelines**

Wash in cold water when possible and avoid high temperatures. Wash dark and light colors separately. High-heat tumble drying is not recommended.

### **4.2 Fabric-specific Care**

Denim: slight fading during the first 1–2 washes is normal. Knitwear: hand wash or use a laundry bag and lay flat to dry.

### **4.3 Common Questions**

Minor shrinkage is considered normal. Significant shrinkage is often caused by improper washing methods.