

Customer Service Policy Document

1. Return Policy

Customers can return a product within 30 days of purchase.

The product must be unused, in its original packaging, and accompanied by a receipt or proof of purchase.

Returns will be processed within 7 working days.

Faulty or damaged products are eligible for full refund or replacement.

2. Delivery Policy

Orders are usually shipped within 3-5 business days after placing the order.

Delivery delays may occur due to weather, holidays, or logistics partner issues.

We provide tracking information once the order is dispatched.

3. Cancellation Policy

Orders can be cancelled before they are shipped.

After shipment, the order cannot be cancelled but may be eligible for return.

4. Warranty Policy

All electronic products are covered under a 1-year manufacturer warranty from the date of delivery.

The warranty covers hardware failures but not physical damage or software corruption.

5. Customer Support

You can contact our support team via:

- Email: support@example.com

- Phone: 1800-123-456

- Working hours: 9 AM - 6 PM (Mon to Fri)