RetailCo - Customer Support SLA & Response Times

1. Support Channels
- Email: support@retailco.example
- In-site assistant: available during business hours
- Phone support: available in select markets (hours listed on Contact page)

2. Response Targets
- Priority (damaged/incorrect product): initial response within 24 hours, resolution targets vary.
- Standard inquiries: initial response within 48–72 hours.
- Order status & tracking: automated notifications are sent; support will intervene for exceptions.