

FREQUENTLY ASKED QUESTIONS (FAQ)

E-Commerce Store Customer Support

RETURNS & REFUNDS

Q: How long do I have to return an item?

A: Most items can be returned within **30 days** of delivery. However, return windows vary by product type:
- Standard products: 30 days
- Defective items: No time limit
- Wrong items received: 7 days for free return shipping
- Accessories (phone cases): 14 days
- Hygiene products (opened): Not returnable

Always check the specific return policy listed on the product page.

Q: What if my product is defective?

A: Defective products can be returned **any time**, even after the standard 30-day window. You will receive:
- Full refund (100% of purchase price)
- Free return shipping label
- Option for replacement instead of refund
- No restocking fee

Simply contact customer service or use our Returns Portal to initiate a return for a defective item.

Q: Do I have to pay for return shipping?

A: It depends on the reason for return:

FREE return shipping for: - Defective items - Wrong items shipped - Damaged during transit - Our error

You pay return shipping for: - Changed mind - No longer needed - Ordered wrong size/color - Found better price elsewhere

Q: What is a restocking fee?

A: A restocking fee is a percentage deducted from your refund to cover the cost of processing and restocking returned merchandise.

Restocking fees: - Unopened items in original packaging: **0%** (no fee) - Opened electronics/office items: **15%** - Opened high-value items (over \$200): **20%** - Defective or wrong items: **0%** (no fee)

Example: If you return a \$100 opened item with a 15% restocking fee, you receive \$85 back.

Q: How do I get my RMA number?

A: Follow these steps:

1. Log into your account at www.ecommerce.com
2. Go to "My Orders"
3. Click on the order containing the item to return
4. Click "Request Return"
5. Select items and provide reason
6. Submit request
7. Receive RMA number via email within 1 hour

Alternatively, call customer service at 1-800-RETURNS, and we'll issue an RMA number over the phone.

Q: When will I receive my refund?

A: Refund timeline:

1. Ship item back to us (1-5 days)
2. We receive and inspect item (3-5 business days)
3. Refund approved and processed (7 business days)

Total time: Approximately 2-3 weeks from shipping to refund appearing in your account.

Refund methods: - Credit card: 5-7 business days - Debit card: 7-10 business days - PayPal: 3-5 business days - Store credit: Immediate (24 hours)

Q: Can I exchange an item instead of returning it?

A: Yes! Exchanges are available for the same product in a different size or color, subject to availability.

Exchange process: 1. Initiate return as normal 2. Select "Exchange" as reason 3. Specify desired replacement 4. We ship replacement once original item is received 5. No additional shipping charges for defective exchanges

If desired replacement is unavailable, we'll issue a full refund instead.

Q: What if I lost my receipt or order confirmation?

A: No problem! We can look up your order using: - Email address - Order number - Phone number - Name and shipping address

Contact customer service, and we'll help locate your order in our system.

SHIPPING

Q: How much does shipping cost?

A: - **FREE** on orders \$50 or more - Under \$50: \$5.99 standard shipping - Expedited: \$12.99 (2-3 days) - Express: \$19.99 (1-2 days)

Shipping costs calculated at checkout based on destination and package weight.

Q: How long does shipping take?

A: Shipping times: - **Standard:** 5-7 business days - **Expedited:** 2-3 business days - **Express:** 1-2 business days

Orders ship within 1-2 business days of purchase. You'll receive tracking information via email once shipped.

Q: Do you ship internationally?

A: Yes! We ship to over 50 countries. International shipping: - 7-14 business days for most destinations - Customs fees and import duties are customer's responsibility - Some products have shipping restrictions (batteries, liquids) - International orders cannot be expedited

Q: My package shows delivered but I didn't receive it. What do I do?

A: Take these steps:

1. Check with household members/neighbors
2. Look around delivery location (porch, side door, mailbox)
3. Wait 24 hours (sometimes marked delivered early)
4. Check tracking for delivery photo (if available)
5. Contact us within 48 hours

If package is confirmed lost, we'll reship or refund at no cost to you.

PRODUCTS & ORDERING

Q: Are your products authentic and new?

A: Yes! All products sold on our store are: - 100% authentic from authorized distributors - Brand new (never used or refurbished) - Come with manufacturer warranty - Include all original accessories and packaging

We do not sell counterfeit, replica, or gray market products.

Q: How do I know if an item is in stock?

A: Stock availability is shown on each product page: - "In Stock" (green): Available for immediate shipping - "Low Stock" (yellow): Less than 10 units remaining - "Out of Stock" (red): Currently unavailable - "Pre-Order": Available for future delivery

Stock levels update in real-time. Add items to cart to reserve for 30 minutes.

Q: Can I cancel or modify my order?

A: Yes, but only if the order hasn't shipped yet.

To cancel: - Log into your account - Go to "My Orders" - Click "Cancel Order" if available - Orders can typically be cancelled within 2-4 hours

Once shipped, you'll need to receive the item and return it according to our return policy.

To modify: Cancel the original order and place a new one with correct items.

Q: Do you offer price matching?

A: We do not offer price matching, but we do have a price guarantee: - If price drops within 7 days of purchase, we'll refund the difference - Must be on our own website (we don't match competitor prices) - Item must be identical (same model, color, configuration) - Sale prices and promotions excluded

Contact customer service with your order number to request a price adjustment.

Q: What payment methods do you accept?

A: We accept: - Major credit cards (Visa, Mastercard, Amex, Discover) - Debit cards with Visa/Mastercard logo - PayPal - Apple Pay - Google Pay - Shop Pay - Affirm (buy now, pay later)

All payments are processed securely with 256-bit SSL encryption.

ACCOUNT & SECURITY

Q: Do I need an account to place an order?

A: No, you can checkout as a guest. However, creating an account offers benefits: - Faster checkout (saved addresses and payment methods) - Order history and tracking - Easy returns via Returns Portal - Exclusive member discounts - Wish list functionality

Creating an account is free and takes less than 2 minutes.

Q: Is my payment information secure?

A: Absolutely! We take security seriously: - 256-bit SSL encryption for all transactions - PCI-DSS Level 1 compliance (highest security standard) - We never store complete credit card numbers - Payment processing through trusted partners (Stripe, PayPal) - Fraud detection and prevention systems - Two-factor authentication available

Your payment information is safe with us.

Q: How do I reset my password?

A: 1. Go to login page 2. Click "Forgot Password?" 3. Enter your email address 4. Check email for reset link (check spam folder) 5. Click link and create new password 6. Password must be at least 8 characters

If you don't receive the email within 15 minutes, contact customer service.

WARRANTY & REPAIRS

Q: What is covered under warranty?

A: Manufacturer warranty covers defects in materials and workmanship:

Covered: - Manufacturing defects - Parts that fail during normal use - Workmanship issues

NOT covered: - Accidental damage (drops, spills) - Normal wear and tear - Cosmetic damage (scratches, dents) - Damage from misuse or abuse - Unauthorized repairs or modifications

Warranty periods vary by product (3-36 months). Check product page for specific warranty length.

Q: How do I make a warranty claim?

A: 1. Contact customer service with order number 2. Describe the defect or issue 3. Provide photos/video if requested 4. Receive RMA number 5. Ship item back (we cover return shipping) 6. Choose repair or replacement 7. Receive repaired/replacement item (typically 2-3 weeks)

Warranty claims are free of charge, including return shipping.

Q: Can I purchase an extended warranty?

A: Yes! Extended warranty plans available at checkout: - 1-year extension: \$9.99 to \$29.99 (based on product price) - 2-year extension: \$19.99 to \$49.99 - Covers everything manufacturer warranty covers - Accidental damage protection available for additional cost

Extended warranties can be purchased up to 30 days after original purchase.

CUSTOMER SERVICE

Q: How can I contact customer service?

A: We offer multiple ways to reach us:

Email: support@ecommerce.com - Response within 24 hours

Phone: 1-800-555-SHOP (1-800-555-7467) - Monday-Friday: 8 AM - 8 PM EST - Saturday: 9 AM - 6 PM EST - Sunday: 10 AM - 4 PM EST

Live Chat: Available on website - 24/7 automated assistance - Live agent Monday-Friday 9 AM - 6 PM EST

Social Media: - Twitter: @EcommerceStore - Facebook: /EcommerceStore - Response within 2-4 hours during business hours

Q: What if I'm not satisfied with my purchase?

A: Your satisfaction is our priority! If you're not happy with your purchase:

1. Contact us within 30 days
2. Explain the issue
3. We'll work to resolve it (refund, replacement, discount)

We stand behind our products and want every customer to be satisfied. If something isn't right, let us make it right!

Q: Do you offer gift wrapping?

A: Not at this time, but we do offer: - Gift receipts (price hidden) - Gift messages (add at checkout) - Unmarked packaging (doesn't show pricing)

Products arrive in manufacturer packaging suitable for gifting.

Q: How do I track my order?

A: 1. Check your email for shipping confirmation 2. Click tracking link in email 3. Or log into your account → "My Orders" 4. Click "Track Package"

Tracking updates every 24 hours. Allow 24-48 hours after shipment for tracking to activate.

PROMOTIONS & DISCOUNTS

Q: Do you offer student or military discounts?

A: Yes! - **Students:** 10% off with valid .edu email - **Military:** 15% off with military ID verification
- **Teachers:** 10% off with teacher ID - **Healthcare workers:** 10% off with verification

Verify through our partner SheerID at checkout to unlock discount.

Q: Can I use multiple promo codes?

A: Unfortunately, only one promo code can be used per order. The system will automatically apply the code that gives you the highest discount.

Promo codes cannot be combined with: - Sale items (depends on promotion) - Gift cards - Some exclusions apply (check promo code terms)

Q: Do you have a loyalty or rewards program?

A: Yes! Join our Rewards Program (free): - Earn 1 point per \$1 spent - 100 points = \$5 off - Birthday rewards - Early access to sales - Free shipping on all orders

Sign up at checkout or in your account settings.

STILL HAVE QUESTIONS?

If you didn't find your answer here, please contact us:

Email: support@ecommerce.com

Phone: 1-800-555-SHOP

Live Chat: www.ecommerce.com/chat

We're here to help!

Last Updated: January 19, 2026