

# Customer Support - Sample FAQ Document

***Q: How can I return an order?***

A: To return an order, go to the 'My Orders' section, select the order you wish to return, and click on 'Request Return'. You will receive a return label and instructions via email.

***Q: What is the return period?***

A: You can return items within 30 days from the date of delivery, provided they are in unused and original condition.

***Q: How do I track my order?***

A: You can track your order by logging into your account and checking the 'My Orders' section. Tracking details will also be emailed to you once the order is shipped.

***Q: When will I get my refund?***

A: Refunds are processed within 5–7 business days after the returned item is received and inspected.

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

A: Yes, you can request an exchange for eligible products while initiating a return. The replacement item will be shipped once the original product is received.

***Q: What should I do if I received a damaged product?***

A: If you receive a damaged or defective product, please contact our support team within 48 hours of delivery to initiate a replacement or refund.