# Customer Service Knowledge Base

## 1. Refund & Return Policy

Eligibility for Refunds:

Customers can request a refund within 30 calendar days of purchase.

Refunds are eligible if:

The product received is defective, damaged, or not as described.

The product was not delivered due to a fault on our side.

Products marked "Final Sale" or "Clearance" are non-refundable.

Digital Products:

Once accessed, streamed, or downloaded, digital items are considered consumed and are non-refundable.

If access fails or the digital product is corrupted or incomplete, a refund or replacement will be provided.

Example: If a purchased eBook cannot be downloaded due to a broken link, a new link or refund will be provided upon validation.

Refund Processing:

Refunds are initiated within 7 business days after complaint validation.

The refunded amount will be credited to the original payment method.

A confirmation email/SMS will be shared after refund initiation.

Required Documentation:

A valid proof of purchase (Order ID, invoice copy, or payment reference) is required.

Photos of defective products may be required for validation.

## 2. Complaint Handling Process

Submission Channels:

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Complaints can be submitted via:

Chatbot

Web Form on the Help page

Email: support@example.com

After Submission:

Every complaint is registered with a unique Complaint ID.

An acknowledgment is sent instantly with tracking instructions.

Resolution Timeline:

A support executive is assigned within 24 hours.

Complaints are resolved within 5-7 business days.

High-priority cases are resolved within 48 hours.

Users are notified via email/SMS when the complaint is updated or resolved.

Tips for Faster Resolution:

Include supporting documentation.

Mention the preferred contact time if unavailable during business hours.

## 3. Contact Policy

Availability:

Support Hours: 9:00 AM - 9:00 PM, all days.

Modes: Phone (+91-9876543210), Email (support@example.com), Live Chat.

Response Times:

Live Chat: Instant

Email: Within 24 hours

Phone Calls: Within 2 minutes during working hours

## 4. Data Privacy & Security

Data Protection:

All customer data is encrypted and stored securely.

Compliance with GDPR, IT Act 2000, ISO/IEC 27001 standards.

Complaint Access:

Only accessible using a valid Complaint ID.

Role-based access for staff.

Third-Party Sharing:

No sharing without explicit consent.

Data retained only as required.

## 5. Frequently Asked Questions (FAQs)

General Complaints

**Q: How do I raise a complaint?**

A: Use the chatbot, email, or web form. Provide name, phone, email, order ID, and description.

**Q: Can I edit my complaint?**

A: No. Submit a new complaint referencing the previous Complaint ID.

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

A: Share your Complaint ID with chatbot or email.

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**Q: What if I don't get a response?**

A: Email support@example.com after 5 business days.

Refunds

**Q: Can I get a refund for digital content?**

A: Only if it's defective or inaccessible.

**Q: How do I get a refund?**

A: Submit request with proof of purchase. Processed in 7 business days.

**Q: Can I exchange instead?**

A: Yes. Mention it in your complaint.

Returns

**Q: Do I need to return the product?**

A: In some cases. Our team will guide you.

**Q: Who pays for return shipping?**

A: We do, if it's our fault.

Account & Data

**Q: How is my data used?**

A: Only for orders/support. Never sold.

**Q: Can I delete my data?**

A: Yes. Request via registered email.

Order & Delivery

**Q: My order hasn't arrived. What now?**

A: Wait till delivery estimate, then complain.

**Q: Can I cancel my order?**

A: Yes, within 2 hours unless shipped.