

Gymshark – Customer Support FAQ (Dummy Test Document)

This is a fictional FAQ document created for testing an AI-powered customer support RAG system. The content below is not official and is intended for experimentation only.

Q: Where does Gymshark ship to?

A: Gymshark ships to most countries worldwide. Available shipping destinations may vary based on local regulations and carrier availability.

Q: How long does delivery take?

A: Standard delivery usually takes 5–7 business days, while express delivery takes 2–3 business days after dispatch.

Q: How can I track my order?

A: Once your order ships, you will receive an email with a tracking link to monitor your delivery status.

Q: Can I change my delivery address after ordering?

A: Address changes are only possible before the order has been dispatched. Contact support as soon as possible.

Q: What payment methods are accepted?

A: Gymshark accepts credit/debit cards, PayPal, and selected local payment options depending on region.

Q: Is Cash on Delivery available?

A: Cash on Delivery is available in selected countries only.

Q: How do I apply a discount code?

A: Discount codes can be entered during checkout in the promo code field.

Q: Can I use multiple discount codes?

A: Only one discount code can be applied per order.

Q: Why was my payment declined?

A: Payments may be declined due to bank restrictions, incorrect details, or insufficient funds.

Q: When will I be charged?

A: You are charged immediately once the order is successfully placed.

Q: What is Gymshark's return policy?

A: Items can be returned within 30 days of delivery if unworn and in original condition.

Q: How do I initiate a return?

A: Log into your account, select the order, and follow the return instructions.

Q: Are returns free?

A: Return fees depend on your location and chosen return method.

Q: How long do refunds take?

A: Refunds are processed within 5–10 business days after the return is received.

Q: Can I exchange an item?

A: Exchanges are not available; please return the item and place a new order.

Q: What if my item is faulty?

A: Faulty items should be reported to customer support with images attached.

Q: What sizes does Gymshark offer?

A: Gymshark offers sizes from XS to XXL, depending on the product.

Q: How do I find my correct size?

A: Refer to the size guide available on each product page.

Q: Do Gymshark clothes shrink?

A: Gymshark apparel is pre-shrunk, but improper washing may cause shrinkage.

Q: How should I wash Gymshark products?

A: Wash cold, inside out, and avoid tumble drying.

Q: Are Gymshark products unisex?

A: Some products are unisex, while others are gender-specific.

Q: Do you restock sold-out items?

A: Popular items may be restocked, but availability is not guaranteed.

Q: How can I be notified of restocks?

A: Sign up for restock notifications on the product page.

Q: Can I cancel my order?

A: Orders can only be cancelled before dispatch.

Q: What if I received the wrong item?

A: Contact support with your order number and photos of the item received.

Q: What if my order is missing items?

A: Missing items should be reported within 48 hours of delivery.

Q: Do you offer student discounts?

A: Yes, verified students are eligible for special discounts.

Q: Do you offer military discounts?

A: Military discounts are available in selected regions.

Q: Can I buy Gymshark gift cards?

A: Yes, digital gift cards are available on the website.

Q: Do gift cards expire?

A: Gymshark gift cards do not expire.

Q: Can gift cards be refunded?

A: Gift cards are non-refundable.

Q: How do I contact customer support?

A: Support can be contacted via live chat or email.

Q: What are support hours?

A: Customer support is available 24/7 in most regions.

Q: Do you have a physical store?

A: Gymshark primarily operates online with limited pop-up locations.

Q: Are prices inclusive of taxes?

A: Prices may or may not include taxes depending on region.

Q: Will I have to pay customs duties?

A: International orders may be subject to customs charges.

Q: Why is my order delayed?

A: Delays may occur due to high demand, weather, or customs processing.

Q: Can I place a bulk order?

A: Bulk and wholesale inquiries should be directed to sales support.

Q: Do you sponsor athletes?

A: Gymshark partners with selected athletes and influencers.

Q: How do I become a Gymshark affiliate?

A: Affiliate applications can be submitted through the website.

Q: Is my personal data safe?

A: Gymshark uses industry-standard security measures to protect user data.

Q: Do you store payment information?

A: Payment details are processed securely and not stored by Gymshark.

Q: Can I delete my account?

A: Account deletion requests can be made via customer support.

Q: What browsers are supported?

A: Gymshark supports all modern browsers.

Q: Why can't I log into my account?

A: Try resetting your password or clearing browser cache.

Q: How do I reset my password?

A: Use the 'Forgot Password' option on the login page.