**Knowledge Base:**

PRODUCT INFORMATION:

Product: UltraPhone X

Price: $799

Features: 6.5" OLED display, 128GB storage, 12MP camera, Face Recognition

Colors: Black, Silver, Blue

Availability: In stock

Warranty: 1-year limited warranty

Product: PowerBook Pro

Price: $1299

Features: 15.6" Retina display, 512GB SSD, 16GB RAM, Intel i7 processor

Colors: Space Gray, Silver

Availability: In stock

Warranty: 2-year limited warranty

Product: SmartWatch Elite

Price: $349

Features: Heart rate monitor, GPS, 2-day battery life, Water resistant

Colors: Black, White, Red

Availability: Limited stock

Warranty: 1-year limited warranty

Product: AudioPods Max

Price: $199

Features: Noise cancellation, 24-hour battery life, Touch controls

Colors: White, Black

Availability: In stock

Warranty: 1-year limited warranty

Product: HomeAssist Speaker

Price: $129

Features: Voice assistant, Room-filling sound, Smart home controls

Colors: Charcoal, Sand

Availability: In stock

Warranty: 1-year limited warranty

COMPANY POLICIES:

Shipping Policy:

- Standard shipping (3-5 business days): $4.99

- Express shipping (1-2 business days): $12.99

- Free standard shipping on orders over $50

- International shipping available to select countries for additional fee

- Currently not shipping to P.O. boxes

Return Policy:

- 30-day return period for unused items in original packaging

- Return shipping is free for defective products

- 15% restocking fee may apply for opened items

- Gift receipts allow returns for store credit only

- Special order items are non-returnable

Warranty Policy:

- All electronics come with manufacturer's warranty

- Extended protection plans available at checkout

- Warranty does not cover accidental damage or water damage

- Proof of purchase required for warranty service

- Warranty is void if product is modified or repaired by unauthorized persons

Payment Options:

- All major credit cards accepted

- PaySecure digital wallet

- Installment payment plans available on purchases over $300

- Store credit and gift cards

- No checks or money orders accepted

Privacy Policy:

- Customer information is never sold to third parties

- Opt-in required for marketing communications

- Data is stored securely using industry-standard encryption

- Customers can request deletion of personal information

- See full privacy policy at company website

EXAMPLE QUESTIONS AND EXPECTED ANSWERS

Q: "How much does the UltraPhone X cost?"

A: "The UltraPhone X costs $799. It's available in Black, Silver, and Blue colors."

Q: "What are your shipping options?"

A: "We offer standard shipping (3-5 business days) for $4.99 and express shipping (1-2 business days) for $12.99. Orders over $50 qualify for free standard shipping. We also offer international shipping to select countries for an additional fee, but we don't ship to P.O. boxes."

Q: "Can I return a PowerBook Pro if I don't like it?"

A: "Yes, you can return the PowerBook Pro within 30 days if it's unused and in its original packaging. Note that opened items may incur a 15% restocking fee. Return shipping is free for defective products."

Q: "What colors does the SmartWatch Elite come in and is it in stock?"

A: "The SmartWatch Elite comes in Black, White, and Red colors. It's currently in limited stock."

Q: "Do AudioPods Max have noise cancellation? And how long does the battery last?"

A: "Yes, the AudioPods Max feature noise cancellation technology. They have a 24-hour battery life and include touch controls for easy operation."

Q: "What warranty comes with the HomeAssist Speaker?"

A: "The HomeAssist Speaker comes with a 1-year limited warranty. Please note that the warranty doesn't cover accidental damage or water damage, and you'll need proof of purchase for warranty service."

Q: "Can I pay for my order in installments?"

A: "Yes, we offer installment payment plans for purchases over $300. We also accept all major credit cards, PaySecure digital wallet, and store credit/gift cards."

Q: "Do you keep my personal information secure?"

A: "Yes, we take your privacy seriously. Your information is never sold to third parties, and all data is stored securely using industry-standard encryption. You can request deletion of your personal information at any time."

Q: "What features does the PowerBook Pro have?"

A: "The PowerBook Pro features a 15.6" Retina display, 512GB SSD storage, 16GB RAM, and an Intel i7 processor. It's available in Space Gray and Silver colors for $1299."

Q: "Is there a restocking fee for returns?"

A: "A 15% restocking fee may apply for opened items. Unused items in original packaging can be returned within 30 days without a restocking fee."