## **Customer Support Policies & FAQs**

### **Customer Support Policy**

#### **1. Support Channels**

We offer support through the following channels:

* **Email**: support@[yourcompany].com
* **Live Chat**: Available on our website (9 AM – 6 PM, Mon–Fri)
* **Helpdesk/Ticketing**: [yourcompany].com/support

#### **2. Response Time**

| **Priority** | **Description** | **Response Time** |
| --- | --- | --- |
| High | Service outage, critical errors | Within 2 hours |
| Medium | Bug reports, feature issues | Within 6 hours |
| Low | General questions, feedback | Within 24 hours |

#### **3. Support Hours**

* Monday to Friday: **9 AM – 6 PM (Local Time)**
* Weekends & Holidays: **Emergency support only**

#### **4. Scope of Support**

Our support covers:

* Troubleshooting technical issues
* Assisting with setup and configuration
* Handling refunds and returns
* Answering account and billing queries

Not covered:

* Custom development
* Third-party integrations (unless specified)
* Training beyond initial onboarding

#### **5. Refund Policy**

* You may request a refund within **14 days** of purchase if you are unsatisfied.
* Refunds are processed within **5–7 business days** to the original payment method.

#### **6. Escalation Procedure**

If your issue is not resolved within the expected time frame:

1. Email escalation@[yourcompany].com with your ticket ID.
2. Our escalation team will respond within 1 business day.

### **Frequently Asked Questions (FAQs)**

### **Order and Delivery**

**Q: How do I track my order?** A: You can track your order from your dashboard or via the tracking link sent in your confirmation email.

**Q: What if my order is delayed or lost?** A: Contact our support team with your order ID. We’ll investigate and either re-ship or refund.

#### **Billing and Payments**

**Q: What payment methods do you accept?** A: We accept Visa, MasterCard, PayPal, and major debit cards.

**Q: Can I get an invoice for my purchase?** A: Yes, invoices are automatically sent via email and are available in your account dashboard.

**Q: I was charged twice. What should I do?** A: Please contact support immediately with a screenshot of the transaction. We'll resolve it promptly.

#### **Account Management**

**Q: How can I reset my password?** A: Click “Forgot Password” on the login page and follow the steps.

**Q: How do I delete my account?** A: Contact support with your request. We'll verify your identity and process the request within 2 business days.

#### **Technical Support**

**Q: The website/app is not working properly. What should I do?** A: Try clearing your browser cache or updating the app. If issues persist, reach out to support with a screenshot and device info.

**Q: Do you support third-party integrations?** A: We provide guidance for officially supported integrations. For others, we recommend consulting a developer or our knowledge base.

#### **Returns and Refunds**

**Q: What is your return policy?** A: Returns are accepted within **30 days** of purchase for physical products. Digital products may be eligible for refunds within **14 days**.

**Q: How do I request a refund?** A: Email us at [abdul.razzaq39390@gmail.com](mailto:abdul.razzaq39390@gmail.com) with your order ID and reason for refund.