

# ShopEase E-Commerce

Complete Customer Support Knowledge Base

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## Company Overview

ShopEase is a leading e-commerce platform offering a wide range of products including electronics, clothing, home appliances, and accessories. We are committed to providing the best shopping experience with fast delivery, easy returns, and 24/7 customer support.

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## Return and Refund Policy

### Return Window:

- Customers can return products within 30 days of purchase.
- Electronics and gadgets must be returned within 15 days.
- Clothing and accessories can be returned within 30 days.
- Items must be in original condition with all original packaging.
- Used, damaged, or altered items are not eligible for return.

### Refund Process:

- Refunds are processed within 5-7 business days after return approval.
- Original payment method will be credited.
- Bank transfers may take an additional 2-3 business days.
- Store credit refunds are processed within 24 hours.
- Shipping charges are non-refundable unless the item is defective.

### How to Initiate a Return:

1. Contact customer support with your order number.
  2. Provide reason for return and photos if item is damaged.
  3. Receive return authorization and shipping label via email.
  4. Pack item securely and drop off at nearest courier.
  5. Track your refund status in your account dashboard.
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## Shipping and Delivery Policy

Shipping Type	Delivery Time	Cost
Standard Shipping	3-5 Business Days	Free above \$50
Express Shipping	1-2 Business Days	\$9.99
Same Day Delivery	Same Day (Order by 12PM)	\$14.99
International Shipping	7-14 Business Days	Varies by location
Free Shipping	3-5 Business Days	Orders above \$50

## Shipping Notes:

- Tracking number provided via email within 24 hours of shipment.
- Delivery estimates exclude weekends and public holidays.
- We ship to over 50 countries worldwide.
- Signature may be required for high-value orders above \$200.
- P.O. Box deliveries are available for standard shipping only.

## Order Management

### Order Cancellation:

- Orders can be cancelled within 24 hours of placement for full refund.
- After 24 hours, cancellation is subject to order processing status.
- Orders already shipped cannot be cancelled - initiate return instead.
- Contact customer support immediately with your order number to cancel.
- Cancelled orders are refunded within 3-5 business days.

### Order Modification:

- Order address can be changed within 2 hours of placement.
- Product quantity or variant changes allowed within 1 hour.
- Contact support immediately for any order modifications.
- Modifications are not guaranteed once order is processed.

### Order Status Meanings:

Status	Description
Pending	Order received and awaiting payment confirmation

Processing	Payment confirmed, order being prepared
Shipped	Order dispatched, tracking number available
Out for Delivery	Order with delivery agent, arriving today
Delivered	Order successfully delivered
Cancelled	Order cancelled and refund initiated
Returned	Return received and refund being processed

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## Payment Methods and Security

### Accepted Payment Methods:

- Credit Cards: Visa, MasterCard, American Express, Discover
- Debit Cards: All major bank debit cards accepted
- Digital Wallets: PayPal, Google Pay, Apple Pay
- Cash on Delivery: Available in select areas (orders below \$500)
- EMI Options: Available for orders above \$100 (0% interest for 3 months)
- Gift Cards: ShopEase gift cards accepted at checkout
- Bank Transfer: Available for orders above \$1000

### Payment Security:

- All transactions are encrypted with 256-bit SSL security.
- We are PCI DSS Level 1 certified for maximum payment security.
- We never store your complete card details on our servers.
- Two-factor authentication available for account protection.
- Fraud monitoring active on all transactions 24/7.

## Warranty and Product Quality

### Warranty Coverage:

- Electronics: 1 year manufacturer warranty included.
- Home Appliances: 2 year warranty against manufacturing defects.
- Clothing and Accessories: 30 day quality guarantee.
- Furniture: 1 year structural warranty.

- Extended warranty available for purchase at checkout.

## **Warranty Claim Process:**

- Report defect within warranty period with proof of purchase.
- Provide photos or video showing the defect clearly.
- Our team will assess and respond within 48 hours.
- Approved claims: free repair, replacement, or full refund.
- Physical damage and misuse are not covered under warranty.

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## **Damaged and Defective Items**

- Report damaged items within 48 hours of delivery.
- Take clear photos of damaged item and packaging.
- Contact support with order number and damage photos.
- No return shipping required - we arrange pickup.
- Replacement dispatched within 24 hours of approval.
- Full refund option available if replacement not preferred.
- Priority handling for all damage complaints.

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## **Customer Support Information**

Channel	Availability	Response Time
AI Voice Bot	24/7	Instant
Live Chat	Mon-Sat: 9AM-9PM	Under 2 minutes
Email Support	24/7	Within 24 hours
Phone Support	Mon-Fri: 9AM-6PM	Under 5 minutes
Social Media	Mon-Sat: 10AM-6PM	Within 4 hours

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## **Frequently Asked Questions**

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

A: Log into your account and go to 'My Orders'. Click on the order to see real-time tracking. You will also receive tracking updates via email and SMS.

**Q: Can I change my delivery address after placing an order?**

A: Yes, address changes are allowed within 2 hours of order placement. Contact customer support immediately with your order number and new address.

**Q: What happens if I miss my delivery?**

A: The courier will attempt delivery 3 times. After that, the package is held at the local courier facility for 7 days. You can reschedule delivery by contacting support.

**Q: How do I apply a coupon code?**

A: Enter your coupon code in the 'Promo Code' field at checkout before payment. The discount will be applied automatically if the code is valid.

**Q: Is my personal information secure?**

A: Yes. We use industry-standard encryption and never sell your personal data to third parties. Please read our Privacy Policy for complete details.

**Q: Can I order without creating an account?**

A: Yes, guest checkout is available. However, creating an account allows you to track orders, save addresses, and earn loyalty points.

**Q: What is your price match policy?**

A: We offer price matching within 7 days of purchase for identical items sold on major competitor websites. Contact support with proof of lower price.

**Q: How do loyalty points work?**

A: Earn 1 point for every \$1 spent. Points can be redeemed at \$1 per 100 points. Points expire after 12 months of account inactivity.