Policy and FAQ Document

**Store Name:** Tech Haven

**Store Policies**

**1. Shipping Policy**

● **Processing Time:** Orders are processed within 1-2 business days.

● **Shipping Time:** Standard shipping takes 3-7 business days, while expedited shipping takes 1-3 business days.

● **Shipping Costs:** Calculated at checkout based on location and selected shipping speed.

● **International Shipping:** Available to select countries; customs fees and duties are the responsibility of the buyer.

● **Tracking Information:** Provided via email once the order is shipped. **2. Return and Refund Policy**

● **Eligibility:** Returns are accepted within 30 days of delivery.

● **Condition:** Items must be unused, in original packaging, and include all accessories. ● **Return Shipping:** Customers are responsible for return shipping costs unless the item is defective or incorrect.

● **Refund Processing:** Refunds are processed within 5-7 business days after the returned item is received and inspected.

● **Exclusions:** Final sale items and digital products are non-refundable. **3. Warranty Policy**

● **Coverage:** Most products come with a 1-year manufacturer warranty. ● **Claims Process:** Contact us at support@techhaven.com with proof of purchase. ● **Exclusions:** Damage due to misuse, water damage, or unauthorized modifications is not covered.

**4. Payment Policy**

● **Accepted Payment Methods:** Credit/Debit Cards, PayPal, Apple Pay, Google Pay, and Buy Now, Pay Later (BNPL) options.

● **Security:** Transactions are encrypted and processed securely.

● **Currency:** All transactions are processed in USD.

**5. Privacy Policy**

● **Data Collection:** We collect customer information to process orders and improve our services.

● **Data Protection:** Personal information is not sold or shared with third parties. ● **Cookies:** Our website uses cookies to enhance user experience.

● **For More Details:** Visit our full Privacy Policy here.

**6. Contact Information**

● **Customer Support:** Available Monday-Friday, 9 AM - 6 PM EST.

● **Email:** support@techhaven.com

● **Phone:** (123) 456-7890

● **Live Chat:** Available on our website.

**Frequently Asked Questions (FAQs)**

**1. How do I track my order?**

You will receive a tracking number via email once your order has shipped. You can track your order on our website using the tracking number.

**2. Can I cancel my order?**

Orders can be canceled within 12 hours of purchase. After this period, the order may already be processed and shipped.

**3. Do you offer price matching?**

Currently, we do not offer price matching. However, we do run promotions and discounts regularly.

**4. What if my product arrives damaged or defective?**

Please contact us immediately with photos of the damaged product. We will arrange for a replacement or refund.

**5. Do you offer bulk discounts?**

Yes, bulk orders may qualify for a discount. Please contact our sales team at sales@techhaven.com for inquiries.

**6. How do I return an item?**

Visit our **Returns & Refunds** page to initiate a return. Follow the provided instructions and ship the item back to us.

**7. Do you offer gift cards?**

Yes, we offer digital gift cards in various denominations. They can be purchased on our website. **8. How do I contact customer service?**

You can reach us via email, phone, or live chat during our business hours. For more information, visit our Help Center at www.techhaven.com/help.