

# Policy and FAQ Document

**Store Name:** yourcompany

## 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@yourcompany.com](mailto:support@yourcompany.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 CST.
- **Email:** [support@yourcompany.com](mailto:support@yourcompany.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@yourcompany.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.yourcompany.com/help](http://www.yourcompany.com/help).