

Q1: What is TechGear GmbH?

TechGear GmbH is a German-based company specializing in consumer electronics, smart devices, and accessories.

Q2: Where is TechGear GmbH located?

The company is headquartered in Berlin, Germany.

Q3: What are your business hours?

Customer support is available Monday to Friday, 9:00 AM to 6:00 PM (CET).

Orders & Payments

Q4: What payment methods do you accept?

We accept credit/debit cards, PayPal, and bank transfers.

Q5: Can I cancel my order after placing it?

Orders can be canceled within 2 hours of placement. After that, processing begins and cancellation may not be possible.

Q6: Do you offer installment payments?

Yes, installment plans are available through selected payment providers.

Shipping & Delivery

Q7: How long does delivery take?

- Germany: 2–4 business days
- EU: 4–7 business days
- International: 7–14 business days

Q8: Do you provide tracking information?

Yes, a tracking number is sent via email once the order is shipped.

Q9: What are the shipping costs?

Shipping is free within Germany for orders above €50. Otherwise, a €4.99 fee applies.

Returns & Refunds

Q10: What is your return policy?

Customers can return products within 14 days of delivery.

Q11: How do I initiate a return?

Contact support with your order number to receive return instructions.

Q12: When will I receive my refund?

Refunds are processed within 5–7 business days after the return is received.

Products & Warranty

Q13: Do your products come with a warranty?

Yes, all products include a 2-year warranty.

Q14: What should I do if my product is defective?

Contact customer support with proof of purchase and issue details.

Q15: Are your products compatible internationally?

Most products support international standards, but voltage compatibility should be checked.

Account & Support

Q16: Do I need an account to place an order?

No, guest checkout is available.

Q17: How can I contact customer support?

You can reach us via email at support@techgear.de.

Q18: Do you offer live chat support?

Yes, live chat is available on our website during business hours.

Privacy & Security

Q19: How is my data protected?

We use industry-standard encryption and comply with GDPR regulations.

Q20: Will my information be shared with third parties?

No, we do not sell or share your personal data without consent.