

Policy and FAQ Document

Store Name: Green Grass

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)

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.

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.

Do you offer price matching?

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

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.

Do you offer bulk discounts?

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

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.

Do you offer gift cards?

Yes, we offer digital gift cards in various denominations. They can be purchased on our website.

How do I contact customer service?

You can reach us via email, phone, or live chat during our business hours.

What is our mission?

To have fun.

For more information, visit our Help Center at www.techhaven.com/help.