**Customer Support FAQs**

**WHERE AND WHEN WAS [COMPANY NAME] FOUNDED?**

Answer Here

**WHAT IS THE BRAND ALL ABOUT?**

Answer Here

**WHERE DOES THE NAME [COMPANY NAME] COME FROM?**

Answer Here

**WHERE ARE THE PRODUCTS MADE?**

Answer Here

**WHAT IS YOUR DESIGN PHILOSOPHY?**

Answer Here

**WHAT MATERIALS DO YOU USE?**

Answer Here

**HOW SHOULD I CARE FOR MY PRODUCT**

Answer Here

**WHAT IS YOUR SHIPPING POLICY?**

Answer Here

**WHAT IS YOUR RETURN POLICY?**

SAMPLE: We’re sorry your order didn’t work out. To make up for it, we offer free returns on all U.S. orders. Please e-mail us at [email] to request a return and we will e-mail you a return form and prepaid return label. In order to receive a full refund, the merchandise must be returned within 10 days of delivery with your return form and in the exact condition in which it was received. Please allow up to 7 business days from the time we receive your return for your refund to be processed to the original form of payment. Once it has, you’ll receive an e-mail confirming your refund. Your financial institution may take up to 10 business days to post the refund to your account.

**HOW CAN I CANCEL MY ORDER?**

Answer Here

**I PLACED AN ORDER, BUT I HAVE NOT RECEIVED A CONFIRMATION E-MAIL**

SAMPLE: Please check your spam folder. The e-mail might have been marked as spam by your e-mail provider. If the confirmation e-mail cannot be found in your spam folder, please contact us at [email] with the name, address, and e-mail address you used to place your order.

**WHAT FORMS OF PAYMENTS DO YOU ACCEPT?**

SAMPLE: We accept Visa, Mastercard, American Express and PayPal as payment.

**WHY AM I BEING CHARGED TAX?**

[Company Name] collects sales taxes where required by law. Each state’s tax laws specify what purchases are subject to sales tax.

**I CAN’T LOG INTO MY ACCOUNT, CAN YOU HELP?**

It happens to all of us. Visit our sign-in page and click on “Forgot your password?” Then follow the prompts to reset it.