

Ladies and gentlemen,

Thank you for taking the time to join us today. I would like to take this opportunity to clarify some of our service policies to ensure a seamless experience for everyone involved.

Firstly, regarding our customer support hours, our team is available from 8:00 AM to 6:00 PM, Monday to Friday. Outside these hours, you may still reach us via email, and we will respond promptly on the next business day.

Secondly, we have a clear policy on returns and exchanges. Products may be returned within 30 days of purchase, provided they are in their original condition. Please note that personalized items are exempt from this policy unless they are defective.

Finally, we are committed to safeguarding your privacy. Our data protection measures comply with the highest industry standards, ensuring your personal information is kept secure at all times.

Thank you for your attention and understanding. Should you have any questions or require further clarification, please do not hesitate to reach out to our customer service team.

Warm regards,

[Your Name]

[Your Position]

[Your Company]