

FORGE SAFETY VEHICLES - HELP CENTER CONTENT

Page Structure & Content Ideas

1. HERO SECTION (Above Support Form)

Heading:

"How Can We Help You Today?"

Subheading:

"We're here to assist with orders, products, shipping, and technical support. Get in touch and we'll respond within 24 hours."

2. BEFORE FORM - QUICK HELP SECTION

Title: "Find Quick Answers"

Create 4-6 clickable cards with common topics:

Card 1: Order & Shipping

- Track your order
- Shipping times & costs
- Order modifications
- Link: </pages/faq> or Track Order page

Card 2: Returns & Refunds

- Return policy (within 30 days)
- Refund process
- Exchange information
- Link: </pages/return-refund-exchange>

Card 3: Product Support

- Installation guides
- Product specifications
- Compatibility questions
- Warranty information

Card 4: Technical Help

- Wiring diagrams
- Troubleshooting guides
- LED light configuration
- Control system setup

Card 5: Account & Billing

- Payment methods
- Order history
- Invoice requests
- Account settings

Card 6: Emergency Contact

- Urgent order assistance
- Priority support
- Phone: 616-834-0582
- Hours: Mon-Fri 9AM-6PM EST

3. SUPPORT FORM SECTION

Section Heading:

"Submit a Support Ticket"

Section Description:

"Can't find what you're looking for? Fill out the form below and our support team will get back to you within 24 hours. For urgent matters, please call us at 616-834-0582."

[THE SUPPORT FORM GOES HERE]

4. AFTER FORM - ADDITIONAL RESOURCES

Title: "Additional Resources"

Column 1: Product Resources

-  Installation Guides
-  Product Manuals

-  Troubleshooting Tips
-  Video Tutorials
-  Compatibility Checker

Column 2: Order Help

-  Track Your Order
-  Return/Exchange Policy
-  Payment Options
-  Shipping Information
-  Order History

Column 3: About Our Products

-  Brand Information (Feniex, SoundOff, TecNiq)
-  Quality Assurance
-  Warranty Coverage
-  Product Comparisons
-  Featured Collections

5. FAQ ACCORDION SECTION

Title: "Frequently Asked Questions"

Order & Shipping Questions:

Q: How long does shipping take? A: Standard shipping takes 3-5 business days. Expedited options available at checkout. All orders ship from our Holland, MI warehouse.

Q: Can I track my order? A: Yes! Use our [Order Tracking tool](#) or check your email for tracking information.

Q: What if my order arrives damaged? A: Contact us immediately with photos. We'll arrange a replacement or refund within 24 hours.

Q: Do you ship internationally? A: Currently, we ship to USA, Canada, and select international locations. Shipping costs calculated at checkout.

Product Questions:

Q: Are your products DOT/SAE certified? A: Yes, all our emergency lighting products meet or exceed DOT, SAE, and relevant safety standards.

Q: Do you offer installation services? A: We provide detailed installation guides and video tutorials. For professional installation, we can recommend certified installers in your area.

Q: What's the warranty on your products? A: Warranty varies by manufacturer. Most products include 2-5 year warranties. Check individual product pages for specific coverage.

Q: Can I get help choosing the right product? A: Absolutely! Our team specializes in emergency vehicle equipment. Contact us at info@forgesafetypse.com or call 616-834-0582.

Returns & Refunds:

Q: What's your return policy? A: We accept returns within 30 days of delivery. Products must be unused and in original packaging. Visit our [Return Policy page](#) for details.

Q: How long do refunds take? A: Refunds are processed within 3-5 business days after we receive your return. Please allow 5-7 business days for funds to appear in your account.

Q: Can I exchange a product? A: Yes! Submit an exchange request through our [Return/Refund page](#) or contact support.

Technical Support:

Q: Do you provide wiring diagrams? A: Yes, wiring diagrams are available for most products. Contact support with your product model for specific diagrams.

Q: Can I connect multiple lights to one control system? A: Most of our control systems support multiple lights. Check product specifications or contact our technical team for compatibility.

Q: My light isn't working, what should I do? A: First check: power connections, fuses, and wiring. If issues persist, submit a support ticket with your order number and we'll troubleshoot with you.

6. CONTACT INFORMATION SECTION

Title: "Other Ways to Reach Us"

Phone Support

 **616-834-0582** Mon-Fri: 9:00 AM - 6:00 PM EST Sat: 10:00 AM - 2:00 PM EST

Email Support

 info@forgesafetypse.com Response time: Within 24 hours For urgent matters, please call

Visit Us

 **11555 Crossings Ct #90** Holland, MI 49424

Store Hours: Mon-Fri: 9:00 AM - 5:00 PM EST Sat: By appointment only

Connect With Us

[Facebook Icon] [Twitter Icon] [Instagram Icon] [YouTube Icon]

7. TRUST BADGES SECTION

Display 4 trust elements:

-  **Quality Assured** All products tested and certified
 -  **Fast Shipping** Most orders ship within 24 hours
 -  **Expert Support** Dedicated emergency vehicle specialists
 -  **Secure Shopping** Protected checkout & data encryption
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8. EMERGENCY CONTACT CALLOUT BOX

Need Urgent Assistance?

If you have a critical issue with an emergency vehicle or need immediate support:

Call us now: 616-834-0582

For life-threatening emergencies, please contact 911 immediately.

DESIGN RECOMMENDATIONS:

Color Scheme:

- Primary: Your brand blue ( #4a90e2)
- Accent: Orange/Amber (emergency vehicle theme)
- Background: White/Light gray
- Text: Dark gray (#333)

Layout:

- Hero section with image (emergency vehicles/first responders)
- Quick help cards (2x3 grid on desktop, stack on mobile)
- Support form (centered, max-width 800px)
- FAQ accordion (full width, easy expand/collapse)
- Contact info (3-column layout)
- Trust badges footer

Icons:

- Use simple line icons
- Emergency vehicle themed where appropriate

- Consistent style throughout

Images:

- Hero: Emergency vehicles with your products installed
 - Background: Subtle pattern of emergency lights or safety grid
 - Icons: Professional, clean, recognizable
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SEO RECOMMENDATIONS:

Page Title: Help Center & Support | Forge Safety Vehicles

Meta Description: Get expert support for your emergency vehicle equipment. Track orders, returns, technical help, and more. Contact Forge Safety - trusted by first responders nationwide.

Keywords: emergency vehicle support, lightbar help, siren technical support, police equipment assistance, first responder gear support

ADDITIONAL FEATURES TO CONSIDER:

1. **Live Chat Widget** (if budget allows)
 2. **Search Bar** at top of help center
 3. **Popular Articles** section
 4. **Video Tutorials** embedded
 5. **Community Forum** link (future)
 6. **Product Registration** form
 7. **Bulk Order Contact** form
 8. **Dealer/Distributor** inquiry section
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SAMPLE FULL PAGE FLOW:

[Navigation Menu]



[Hero Section - "How Can We Help?"]

- Large background image of emergency vehicles
- Search bar for help articles



[Quick Help Cards - 6 boxes]

- Click to jump to specific sections or pages



[Featured FAQ Section - Top 3 questions]

- Expandable answers



[SUPPORT FORM SECTION - Your custom form]

- "Submit a Support Ticket" heading

- The form you created



[Additional Resources - 3 columns]

- Links to guides, policies, tracking



[Full FAQ Accordion]

- All questions organized by category



[Contact Information - 3 columns]

- Phone, Email, Address



[Trust Badges]



[Footer]

MOBILE OPTIMIZATION:

- Stack all columns vertically
- Make phone number clickable (tel: link)
- Make address open maps app

- Collapse FAQ sections
 - Sticky "Call Now" button at bottom
 - reCAPTCHA scales properly (already handled in form)
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COPYWRITING TONE:

- ✓ Professional but approachable
 - ✓ Action-oriented (clear next steps)
 - ✓ Empathetic to customer needs
 - ✓ Technical accuracy (you serve first responders)
 - ✓ Confidence in your products and support
 - ✓ Urgency options (for emergency situations)
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NEXT STEPS:

1. Create the page in Shopify
2. Add the support form section
3. Build out FAQ content based on common inquiries
4. Add quick help cards with internal links
5. Set up email notifications from n8n
6. Create auto-response email template
7. Train support team on ticket system
8. Monitor and optimize based on submissions