

# Contoso Coffee Official Return Policy

## Effective Return Policy for All Products

At Contoso Coffee, we strive to provide the highest quality products and ensure customer satisfaction. However, if you are unsatisfied with your purchase, we offer a detailed return policy based on the type of product. Please review the table below for each product category.

## General Return Policy Guidelines

**Eligibility for Returns:** To qualify for a return and refund, all products must be returned in good working condition, free of damage, and in their original packaging. Failure to meet these conditions may result in a denial of the return or a reduced refund amount.

**Return Shipping Address:** All returns must be shipped to the following address:

456 Fictional Ave., Demo City, DC.

## Customer Service Assistance for Returns

If you need assistance with your return, please call our Customer Service team at (800) 555-1234. We can provide you with a shipping box for returning your product. Additionally, Contoso Coffee covers all shipping costs for returned items, ensuring a hassle-free experience for our customers.

To ensure a smooth return process, customers are required to include the original receipt or invoice for the machine with their returned item. This documentation serves as proof of purchase and helps our team verify the eligibility of the return, enabling us to process refunds or exchanges efficiently.

## Product-Specific Return Policies

Product	Return Window	Restocking Fee	Return Conditions
Smart Brew 300 and Travel Brew 100	7 days	10%	Must be in good working order and free of defects.
Barista Lite and Crema Café	30 days	No restocking fee	Must be in good working order and free of defects.
Airpot Products (All Models)	Not eligible for return (all sales final)	Not applicable	Not applicable.
Café A-100 and Café A-200	45 days	20%	Must be in good working order and free of defects.

## Important Notes

1. Customers are responsible for the shipping costs associated with all product returns unless the return is due to a manufacturing defect or an error in shipping.
2. Refunds will be processed within **10 business days** of receiving the returned item and verifying its condition.
3. Contoso Coffee reserves the right to refuse a return or apply additional charges if the returned product is found to have been tampered with, shows signs of misuse, or is not returned in its original packaging.

Thank you for choosing Contoso Coffee. If you have any questions regarding this return policy, please contact our customer service team for assistance.

## Disclaimer:

This document is for training/demo purposes only and does not represent a real return policy. The content in this document is fictional and intended to only be used in the context of Microsoft training.