

BATA – Company Policy & Information Document

1. Company Overview

BATA is a footwear retailer specializing in shoes and shoe-related accessories. This document outlines all key policies, including return, refund, shipping, warranty, privacy, and terms of service. This information serves as a unified reference for customer service and automated systems such as retrieval-augmented generation (RAG) models.

2. Mission & Vision

Mission: To provide high-quality, comfortable, and affordable footwear for individuals of all ages, backed by excellent customer service. Vision: To be the most trusted and customer-centric footwear brand, consistently innovating in style, comfort, and accessibility.

3. Return & Refund Policy

- **Return Window:** Customers may request a return within 30 days of delivery.
- **Accepted Conditions:** Items must be unworn, undamaged, and returned in original packaging.
- **Refund Method:** Refunds are issued to the original method of payment within 7–10 business days.
- **Non-Returnable Items:** Clearance items, socks, insoles, and customized products.
- **Return Shipping:** Customer pays for return shipping unless the product is defective or incorrectly delivered.
- **Defective Products:** Must be reported within 48 hours of delivery with photo evidence.

4. Shipping Policy

- **Delivery Areas:** Nationwide delivery, with selected international shipping.
- **Delivery Times:** Standard shipping takes 3–7 business days; express shipping 1–3 days.
- **Shipping Fees:** Calculated at checkout based on destination and weight.
- **Cash on Delivery:** Available for selected locations.
- **Lost or Damaged Packages:** Customers must report issues within 72 hours. Replacement or refund will be provided after investigation.

5. Warranty Policy

- **Coverage:** Manufacturing defects in footwear such as stitching faults or sole detachment.
- **Warranty Duration:** 90 days from the date of purchase.
- **Exclusions:** Damage caused by misuse, water exposure, or normal wear and tear.
- **Claim Process:** Customer must provide proof of purchase and product photos.

6. Privacy Policy

- **Data Collected:** Name, phone number, email address, delivery address, and order history.
- **Usage:** Data is used for fulfilling orders, improving service quality, and marketing communications.
- **Data**

Sharing: BATA does not sell customer data. Limited sharing may occur with logistics partners for delivery purposes only. • Data Security: Customer information is stored securely and accessed only by authorized personnel.

7. Terms & Conditions

• Use of Website: Customers must provide accurate information and are responsible for maintaining account confidentiality. • Pricing Policy: Prices may change without prior notice. • Order Acceptance: Orders may be canceled due to stock unavailability or payment issues. • Liability: BATA is not responsible for delays caused by external courier partners. • Intellectual Property: All branding, logos, and product designs belong to BATA.

8. Product Categories

BATA primarily deals in the following product categories: • Men's Footwear (casual, formal, sports) • Women's Footwear (heels, sandals, flats) • Children's Footwear • Accessories (shoe polish, laces, shoe care items)

9. Contact Information

Customer Support: Email: support@bata.com Phone: +880 123 456 789 Hours: 9 AM – 6 PM (Closed on Fridays)