

BATA – Complete Corporate & Customer Policy Document

1. Company Overview

BATA is a footwear retailer specializing in shoes and shoe-related accessories. The company operates with a focus on quality, customer satisfaction, and market innovation. This document serves as a comprehensive reference for internal operations, customer support, regulatory compliance, and intelligent automated systems such as Retrieval-Augmented Generation (RAG) models.

2. Mission & Vision

Mission: To deliver durable, stylish, and affordable footwear while maintaining exceptional customer service and long-term trust. **Vision:** To become the global benchmark for footwear excellence through continuous innovation, ethical practices, and customer-first strategies.

3. Return & Refund Policy

3.1 General Return Conditions

- Customers may request a return within 30 days of delivery.
- Products must remain unworn, undamaged, and returned in their original packaging.
- Receipt or digital proof of purchase is mandatory for processing returns.
- Returns must be initiated through the official BATA customer portal or customer care hotline. **3.2**

Non-Returnable Items

- Clearance or heavily discounted items.
- Socks, insoles, and personal-care footwear accessories.

3.3 Refund Processing

- Customized, engraved, or special-order footwear. **3.3 Refund Processing**
- Refunds are credited using the original payment method within 7–10 business days.
- Shipping charges are non-refundable unless the return is due to BATA's error.
- If purchased using store credit, refunds are issued as store credit only. **3.4 Defective Product**

Protocol

- Defects must be reported within 48 hours of delivery.
- Customers must submit clear photo or video evidence.
- Approved defects qualify for free replacement, repair, or refund depending on assessment.

4. Shipping & Delivery Policy

4.1 Delivery Coverage

- National coverage with selected international regions.
- International shipments may incur customs fees, which are the responsibility of the customer. **4.2**

Delivery Timelines

- Standard shipping: 3–7 business days.
- Express shipping: 1–3 business days.
- Delivery delays caused by natural disasters, strikes, or courier disruptions do not fall under BATA's liability. **4.3 Shipping Fees**

- Automatically calculated based on weight, location, and delivery speed.
- Free shipping promotions apply only to eligible items and cart totals. **4.4 Lost or Damaged Shipments**

Shipments

- Issues must be reported within 72 hours of expected delivery.
- BATA will investigate with the courier service before issuing a replacement or refund.
- Claims filed after 72 hours may not qualify for compensation.

5. Warranty Policy

5.1 Warranty Coverage

- Manufacturing defects such as premature sole detachment, stitching flaws, or structural weaknesses.
- The warranty is valid for 90 days from the purchase date. **5.2 Exclusions**
- Damage caused by misuse, water exposure, accidents, or improper care.
- Signs of excessive wear and tear beyond normal usage.
- Modifications, repairs, or alterations done by third-party services. **5.3 Claim Procedure**
- Customer must provide receipt and visual evidence.
- BATA may request inspection before approving claims.
- Approved claims may result in repair, replacement, or voucher compensation.

6. Privacy & Data Protection Policy

6.1 Data Collected

- Customer name, contact details, shipping address, and order/payment history.
- Device information and browsing behavior for service improvement analytics. **6.2 Purpose of Data Use**

Use

- Order processing and delivery coordination.
- Personalized marketing, loyalty programs, and service optimization.
- Fraud detection and platform security. **6.3 Data Sharing & Third Parties**
- Data is shared with logistic partners, payment gateways, and customer support platforms.
- Data is never sold or traded to unauthorized parties. **6.4 Data Security Measures**
- Encrypted storage and role-based access controls.
- Regular security audits and compliance checks.
- Customers may request data deletion or export in accordance with local law. **6.5 Cookies & Tracking**
- Cookies optimize website functionality and user experience.
- Users may disable cookies at the cost of reduced functionality.

7. Terms & Conditions

7.1 User Obligations

- Users must provide accurate account information.
- Any suspicious activity may lead to account suspension.

7.2 Order & Payment

- Orders may be canceled due to inventory issues or payment failure.
- BATA reserves the right to verify payments before processing.
- BATA is not liable for delays caused by third-party couriers.
- Product colors may slightly vary due to display differences.

7.3 Liability Limitation

- All logos, trademarks, and product designs belong exclusively to BATA.
- Unauthorized reproduction may lead to legal action.

8. Product Categories

- Men's Footwear: casual, formal, boots, athletic shoes.
- Women's Footwear: sandals, flats, heels, comfort wear.
- Kids' Footwear: school shoes, sandals, sneakers.
- Accessories: polishes, laces, cleaning kits, protective sprays.

9. Compliance & Legal Notes

- All BATA policies are designed to comply with standard consumer rights legislation.
- International shipments must comply with customs, import, and taxation laws of the recipient country.
- Data handling practices adhere to prevailing digital privacy regulations.

10. Frequently Asked Questions (FAQ)

Q1: Can I exchange instead of returning?

Yes, exchanges are allowed for size and color variations if stock is available.

Q2: What happens if I receive the wrong product?

BATA will arrange a free pickup and issue a full replacement or refund.

Q3: Are delivery delays compensated?

Compensation is not guaranteed but may be provided case-by-case.

Q4: How do I track my order?

Customers may track the shipment using the tracking ID sent via SMS and email.

Q5: Does warranty cover shoe sole wear?

No. Warranty only covers manufacturing defects, not wear from normal use.

11. Contact Information

Customer Support:

Email: support@bata.com

Phone: +880 123 456 789

Working Hours: 9 AM – 6 PM (Closed on Fridays)