

E-Commerce: Operational Handbook & Product Catalog

Section 1: Corporate Profile

Lumina Tech is a premier provider of consumer electronics and lifestyle accessories. Our mission is to provide seamless integration between human productivity and high-performance technology. This document serves as the single source of truth for customer service representatives and automated systems.

Section 2: Detailed Product Catalog

2.1 Audio Category

- **AuraTune Pro Wireless Headphones**
 - **SKU:** AUD-WA-01
 - **Price:** \$129.99
 - **Description:** Features Hybrid Active Noise Cancellation (ANC), 40-hour battery life, and spatial audio support.
 - **Stock Status:** In Stock.
- **SonicBlast Bluetooth Earbuds**
 - **SKU:** AUD-BE-05
 - **Price:** \$79.99
 - **Description:** IPX7 water-resistant, compact charging case, and touch-sensitive controls.
 - **Stock Status:** Limited Availability.

2.2 Computing & Workspace

- **TitanLift Laptop Stand**
 - **SKU:** WRK-LS-09
 - **Price:** \$49.99
 - **Description:** Ergonomic aluminum alloy construction with 6 adjustable height levels. Fits laptops up to 17 inches.
 - **Stock Status:** In Stock.
- **ClickPro Wireless Mouse**
 - **SKU:** WRK-WM-12
 - **Price:** \$34.99
 - **Description:** Multi-device pairing via 2.4G and Bluetooth 5.0. Silent click technology.
 - **Stock Status:** In Stock.

- **TypeMaster Mechanical Keyboard**
 - **SKU:** WRK-MK-22
 - **Price:** \$89.99
 - **Description:** RGB backlighting with brown tactile switches.
 - **Stock Status:** **Out of Stock** (Estimated restock: February 15, 2026).

2.3 Cables & Power

- **VoltSync USB-C Cable (6ft)**
 - **SKU:** CBL-UC-02
 - **Price:** \$15.99
 - **Description:** Braided nylon with 100W Power Delivery (PD) support.
- **VoltSync Standard USB Cable**
 - **SKU:** CBL-USB-01
 - **Price:** \$12.99
 - **Description:** High-speed data transfer (480 Mbps) and reinforced stress points.

Section 3: Shipping & Logistics Policies

3.1 Shipping Tiers

| Tier | Cost | Delivery Timeline | Notes |
|---------------|---------------------|--------------------|---------------------------------------|
| Standard | Free (Orders >\$50) | 3–5 Business Days | \$5.99 for orders under \$50. |
| Express | \$9.99 | 1–2 Business Days | Orders must be placed by 2 PM EST. |
| International | \$25.00 | 7–14 Business Days | Subject to customs delays and duties. |

3.2 Order Status Definitions

- **Processing:** The order has been received and is being picked/packed in our warehouse. This typically takes 24 hours.
- **Shipped:** The carrier (FedEx, UPS, or USPS) has collected the package.
- **Out for Delivery:** The package is on the local delivery vehicle and should arrive by end of day (8 PM local time).

- **Delivered:** The package has been left at the requested address or mailbox.
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Section 4: Returns, Refunds, and Exchanges

4.1 The "No-Hassle" Return Policy

Customers may return any product within **45 days** of the original purchase date. To be eligible for a full refund:

1. Items must be in original packaging.
2. Must include all accessories and manuals.
3. Original receipt or order confirmation number (e.g., ORDXXXXX) is required.

4.2 Refund Processing

Once a return is received at our facility, please allow **5 to 7 business days** for the funds to appear back on the original payment method. We do not offer cash refunds for credit card purchases.

4.3 Warranty Coverage

All Lumina Tech hardware includes a **1-Year Limited Manufacturer's Warranty**. This covers defects in materials and workmanship. It does *not* cover accidental damage, liquid exposure, or unauthorized modifications.

Section 5: Frequently Asked Questions (FAQ)

Q: Can I change my shipping address after an order is placed?

A: Address changes are only possible while the order status is "Processing." Once the status changes to "Shipped," you must contact the carrier directly.

Q: Do you offer a student discount?

A: Yes, students with a valid .edu email address receive 10% off their entire order. Use code "STUDENT10" at checkout.

Q: What happens if my package is lost?

A: If tracking shows "Delivered" but you haven't received it, please wait 24 hours (sometimes carriers scan early). If it still hasn't arrived, contact support within 7 days.

Section 6: Payment & Security Protocols

6.1 Accepted Methods

- All major Credit Cards (Visa, Mastercard, Amex).
- Digital Wallets (Apple Pay, Google Pay, PayPal).
- **Buy Now, Pay Later:** Klarna available for 4 interest-free installments on orders over \$100.

6.2 Security Verification

Orders flagged as "High Risk" undergo manual verification, which may extend the **Processing** status by 24 hours.

Section 7: Customer Account Records (Internal Use Only)

6.1 Customer Profile: Fasal A

- **Account ID:** CUST-99284
- **Loyalty Tier:** Gold Member (Eligible for priority support and extended 60-day returns)
- **Email:** fasal.a@example.com
- **Primary Shipping Address:** 123 Innovation Drive, Tech City, TC 54321

6.1.1 Active & Recent Orders

- **Order ID: ORD12345 (Current)**
 - **Date:** January 8, 2026
 - **Items:** 1x AuraTune Pro Wireless Headphones (Midnight Blue)
 - **Status:** Out for Delivery
 - **Carrier:** FedEx (Tracking: FDX-7721-990)
 - **Note:** Customer requested "Signature Required" for this delivery.
- **Order ID: ORD99821 (New/Pending)**
 - **Date:** January 8, 2026 (Placed 2 hours ago)
 - **Items:** 2x VoltSync USB-C Cable (6ft)
 - **Status:** Processing
 - **Est. Ship Date:** January 9, 2026

6.1.2 Order History (Past 12 Months)

- **Order ID: ORD67890**
 - **Date:** December 28, 2025
 - **Items:** 1x TitanLift Laptop Stand
 - **Status:** Delivered (Jan 5, 2026)
 - **Customer Feedback:** 5/5 Stars - "Very sturdy."
- **Order ID: ORD44210**
 - **Date:** August 15, 2025
 - **Items:** 1x SonicBlast Bluetooth Earbuds
 - **Status:** Delivered (Aug 18, 2025)

- **Warranty Status:** Active (Expires Aug 15, 2026)

6.2 Customer Service Interactions (Fasal A)

- **Jan 5, 2026:** Customer called to confirm the weight capacity of the TitanLift Laptop Stand. Informed him it supports up to 17-inch laptops.
- **Dec 20, 2025:** Customer inquired about holiday shipping deadlines.