

COMPANY POLICY DOCUMENT

For: NovaCart Technologies

Effective Date: May 31, 2025

1. Introduction

This policy document outlines the operational, ethical, and legal standards of **NovaCart Technologies**, an eCommerce company committed to excellence, customer satisfaction, and responsible business conduct. All employees, contractors, and partners must adhere to these policies.

2. Code of Conduct

- Employees must act with honesty, integrity, and professionalism at all times.
 - Discrimination, harassment, or abuse of any form will not be tolerated.
 - Confidential customer and company information must be protected at all times.
 - Use of company assets (e.g., devices, data, software) should be strictly for business purposes unless explicitly permitted.
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3. Customer Service Policy

- Respond to all customer inquiries within **24 hours**.
 - Handle returns and complaints with respect, efficiency, and fairness.
 - Ensure transparency in product descriptions, pricing, and availability.
 - Offer multiple channels for support, including email, chat, and phone.
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4. Privacy & Data Protection

- Comply with all relevant data protection laws (e.g., GDPR, CCPA).
 - Collect only the necessary customer data required for business operations.
 - Encrypt sensitive data and implement strong cybersecurity measures.
 - Customer data must not be shared with third parties without consent.
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5. Product Listing and Quality Policy

- Only list products that meet company quality and safety standards.
 - Ensure accuracy in product descriptions, photos, and pricing.
 - Prohibit counterfeit, illegal, or restricted items from being sold.
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6. Order Fulfillment and Shipping

- Orders must be processed within **2 business days**.
 - Provide clear shipping timelines and tracking information.
 - Partner only with verified logistics providers.
 - Keep customers informed of delays or order issues.
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7. Return & Refund Policy

- Returns are accepted within **30 days** of delivery if the product is unused and in original condition.
- Refunds are issued within **7 business days** of receiving the returned product.
- Items marked "final sale" are not eligible for return unless defective.

8. Employee Responsibilities

- Follow all eCommerce platform policies and government regulations.
- Maintain accurate records of transactions, inventory, and correspondence.
- Report any suspicious activity or policy violations to supervisors.

9. Intellectual Property

- Respect copyright and trademark laws.
- Do not use unauthorized images, logos, or product descriptions.
- Immediately remove listings or content that infringe on IP rights.

10. Social Media & Marketing Policy

- All content must align with brand tone and values.
- Do not post misleading claims, fake reviews, or engage in deceptive marketing.
- Promotions and discounts must have clear terms and expiration dates.

11. Security & Fraud Prevention

- Implement fraud detection tools and practices.
 - Verify all high-risk orders manually before processing.
 - Train employees regularly on phishing, social engineering, and fraud prevention.
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12. Termination Policy

Violations of company policy may result in disciplinary action, including suspension or termination. Serious breaches (e.g., data theft, fraud) may lead to legal action.

13. Policy Review and Amendments

This policy is reviewed annually and may be updated at the discretion of the executive team. Employees will be notified of changes and are responsible for compliance.

Signed:

Amina Okoro

Chief Operations Officer

NovaCart Technologies

May 31, 2025
