

# XYZ COMPANY PRODUCT POLICY DOCUMENT

Last Updated: June 15, 2024

## 1. WARRANTY INFORMATION

### 1.1 Limited Warranty Coverage

All XYZ Company products come with a 24-month limited warranty from date of purchase. This warranty covers:

Manufacturing defects in materials or workmanship

Electrical component failures under normal use

Mechanical failures not caused by misuse

### 1.2 Warranty Exclusions

The warranty does not cover:

Damage from accidents, drops, liquid exposure, or unauthorized modifications

Cosmetic damage including scratches, dents, or discoloration

Consumable parts (batteries, filters, etc.)

Products purchased from unauthorized resellers

### 1.3 Warranty Claim Process

To file a claim:

Contact our support team at [support@xyzcompany.com](mailto:support@xyzcompany.com)

Provide:

Original proof of purchase (receipt/invoice)

Product serial number

Detailed description of the issue

If approved, you will receive:

A prepaid shipping label (customer responsible for packaging)

Repair or replacement within 10 business days

## 2. RETURN POLICY

### 2.1 Defective Products

May be returned within 30 days for full refund

Must include:

All original accessories

Undamaged packaging

Completed return form

Refund processed within 5 business days after inspection

### 2.2 Non-Defective Returns

Accepted within 14 days with conditions:

15% restocking fee applies

Must be in resalable condition

Original packaging required

Refunds issued to original payment method

## 2.3 Return Shipping

Customer pays return shipping unless error was company's fault

Recommended carriers: FedEx, UPS with tracking

## 3. REPAIR SERVICES

### 3.1 In-Warranty Repairs

Free repair service for covered issues

Customer responsibilities:

Shipping costs to our facility

Proper packaging to prevent transit damage

### 3.2 Out-of-Warranty Services

Service	Fee	Turnaround Time
Diagnostic	\$50	2-3 days
Labor	\$75/hr	Varies
Parts	At cost	+1-3 days

### 3.3 Repair Process

Schedule appointment (see Section 4)

Bring/mail product with completed service form

Receive estimate approval (out-of-warranty cases)

Typical completion: 5-7 business days after inspection

## 4. APPOINTMENT SCHEDULING

### 4.1 Service Centers

25 locations nationwide

Main facility: 123 Industrial Park, Anytown, ST 12345

### 4.2 Scheduling Options

Online: [portal.xyzcompany.com/schedule](http://portal.xyzcompany.com/schedule)

Phone: 1-800-555-0199 (Option 2)

In-Person: Walk-ins accepted but appointments prioritized

### 4.3 Appointment Policies

Cancellations: Required 24 hours in advance

Late arrivals: >15 mins late may need rescheduling

What to bring:

Warranty documentation

Proof of purchase

All accessories related to issue

## 5. CONTACT INFORMATION

### 5.1 Customer Support

Email: [support@xyzcompany.com](mailto:support@xyzcompany.com)

Phone: 1-800-555-0199

Live Chat: Available on website 9am-9pm EST

### 5.2 Emergency Services

For critical failures affecting safety:

24/7 Hotline: 1-800-123-4567

Response time: <2 hours for priority cases

### 5.3 Corporate Office

XYZ Company, Inc.

200 Technology Drive

Suite 450

Anytown, ST 12345