

# Groundtruth Store Policy & Partnerships (2025)

## 1. RETURN & REFUND POLICY

- Standard Window: Customers have 30 days from purchase to return unworn items.
- Holiday Extension: Items purchased between Nov 1 and Dec 31 can be returned until Jan 31.
- 'No Questions Asked': Applies ONLY to Gold Tier members.

## 2. LOCATION-BASED PARTNERSHIPS

- Starbucks Partnership: Any customer detected within 50 meters of a Starbucks branch is eligible for a 10% discount coupon. Code: COFFEE10.
- Movie Theater Cross-Promo: Customers near 'AMC Theaters' get a BOGO sock voucher.

## 3. INVENTORY ALERTS

- Winter Jackets: Low stock in Downtown branch. Recommend 'Ship to Home'.
- Thermal Wear: Overstocked. Push 20% discounts for 'cold' queries.