

SOP Document - Refund Policy

Section 1: Eligibility

Customers are eligible for refunds within 30 days of purchase provided they submit a valid receipt and the product is not damaged intentionally.

Section 2: Full Refund

A full refund will be issued if the product is defective or if the service was not delivered as promised.

Section 3: Partial Refund

Partial refunds may be issued in cases where the product shows minor wear or if only part of the service was used.

Section 4: Escalation Process

If a customer is not satisfied with the resolution, the issue should be escalated to the supervisor within 48 hours.

Section 5: Documentation

All refund requests must be logged in the internal system with appropriate justification and supporting documents.