

# EcoCart Online

## Business Overview:

EcoCart Online is a sustainable e-commerce platform that specializes in eco-friendly, affordable, and high-quality products. Our mission is to make online shopping not only convenient but also environmentally responsible.

We offer a wide range of products including **home essentials, electronics, fashion, and personal care items**, all sourced from suppliers who follow sustainable and ethical practices. EcoCart Online is committed to reducing its carbon footprint through recyclable packaging, green shipping practices, and partnerships with environmental organizations.

Our business is built around three core values:

1. **Customer Trust** – Easy refunds, secure transactions, and reliable shipping.
  2. **Sustainability** – Every product and package is carefully chosen to minimize environmental impact.
  3. **Convenience** – Fast delivery, 24/7 customer support, and a smooth shopping experience.
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## Unique Selling Points (USP):

- 100% biodegradable or recyclable packaging.
- Secure payment gateway with strong privacy protection.
- Multiple shipping options (standard, express, international).
- AI-powered customer assistant for instant support.
- EcoCart Green Program – customers can return packaging for recycling.

## Refund Policy

- Returns are accepted within **30 days** of delivery for defective or damaged items.
- Items must be in original packaging and unused to qualify for a refund.
- Refunds are processed within **7 business days** after the product is received and inspected.
- Refunds will be issued to the **original payment method** only.
- Non-refundable items include:
  - Gift cards
  - Personalized/custom products
  - Items purchased on final clearance sale
- Customers may request a replacement instead of a refund, subject to product availability.

- For refunds involving multiple items in a single order, only the defective items are eligible.
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## Exchange Policy

- Exchanges are available for defective or incorrect items.
  - Requests must be submitted within **15 days** of delivery.
  - Customers can choose between:
    - Product replacement (same item)
    - Exchange for store credit (valid for 6 months)
  - Shipping costs for exchanges will be covered by the company if the error was on our side (e.g., wrong item shipped, defective product).
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## Shipping Policy

- **Standard Delivery:** 7–10 working days for domestic orders.
  - **Express Delivery:** 2–4 working days with additional charges.
  - **International Shipping:** 10–21 working days depending on destination.
  - Orders are processed within **48 hours** of payment confirmation.
  - Customers will receive a **tracking ID** once the package is shipped.
  - Shipping fees are non-refundable.
  - Delays caused by customs or local postal services are outside company control.
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## Sustainability Policy

- All packaging materials are **biodegradable or recyclable**.
  - Products are sourced from suppliers that follow **fair-trade and eco-friendly practices**.
  - Commitment to reducing **carbon emissions by 50% by 2030**.
  - Customers are encouraged to return packaging for recycling through our **Green Return Program**.
  - A percentage of profits is allocated to **environmental conservation projects**.
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## Privacy Policy

- Customer personal information (name, email, payment details) is collected solely for order processing and service improvement.
- No personal data will be sold to third parties.
- Payment transactions are encrypted using **SSL technology**.
- Customers can request deletion of their personal data at any time.
- Cookies are used to improve browsing experience and track preferences.

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## Warranty Policy

- All electronic products come with a **1-year warranty** covering manufacturing defects.
- Warranty does not cover:
  - Physical damage caused by misuse
  - Water damage
  - Unauthorized repairs or modifications
- Customers must provide proof of purchase for warranty claims.
- Replacement or repair will be provided depending on the severity of the issue.

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## Customer Support Policy

- Support is available **Monday–Friday, 9 AM–6 PM (local time)**.
- Multiple support channels:
  - Live chat on website
  - Email support (support@company.com)
  - Phone hotline
- Support queries are responded to within **24 hours**.
- Escalations will be handled by a senior representative within **3 business days**.