

## Return and Delivery Policy – Company FAQ

### 1. Delivery Times

Standard delivery usually takes 3–5 business days after the order has been confirmed. For custom-made products, delivery can take up to 6 weeks. During public holidays or high-demand periods, delivery may take slightly longer.

### 2. Returning an Order

You may return any standard product within 14 days of receiving it, as long as the goods are unused and in their original packaging. To initiate a return, please fill out the online return form or contact our customer support at [support@example.com](mailto:support@example.com).

### 3. What to Include in the Return Package

The return package must include: (a) the original invoice, (b) the product in its original packaging, (c) a short note explaining the reason for the return. Once we receive your package, we will confirm receipt via email and process your refund within 5 business days.

### 4. Warranty and Complaint Procedure

If your item is defective or damaged, please notify us immediately by email at [support@example.com](mailto:support@example.com). Attach photos of the issue and your invoice. We will review the case and contact you within 14 days with a resolution. Depending on the situation, we will either repair, replace, or refund the item.

### 5. Eligibility for a Complaint

A complaint can be filed if the product does not meet quality standards or shows signs of a manufacturing defect. The warranty does not cover damage caused by misuse, incorrect installation, or wear and tear.

### 6. Shipping Costs for Returns

If the return is caused by our error (e.g., wrong or damaged item), we will cover the shipping costs. Otherwise, the customer is responsible for the cost of returning the goods.

### 7. Refund Process

Refunds are processed using the same payment method used for the original purchase. Depending on your bank, it may take up to 5 business days for the amount to appear in your account.

### 8. Exchange Policy

If you wish to exchange an item, please specify this clearly in your return note. Exchanges are possible only if the desired item is in stock. In case the item is unavailable, we will issue a full refund instead.

### 9. Damaged Shipments

If your order arrives visibly damaged, do not accept it from the courier. Ask the courier to record the damage and contact us immediately at [support@example.com](mailto:support@example.com). We will arrange a replacement or refund as soon as possible.

### 10. Contact Information

Customer Support Team

Email: support@example.com

Phone: +1 555 123 4567

Business Hours: Monday to Friday, 9 AM – 5 PM

This document is intended for internal and training purposes within the Agentforce workshop. Agents should use only the information contained herein when responding to customer questions about delivery, returns, and complaints.