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## **Company Return Policy**

This document outlines the policy and procedures for processing customer order returns.

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### **Section 1: Return Process by Order Value**

The process for handling a return is determined by the total value of the customer's order.

#### **1.1: Orders Less Than or Equal to \$100 USD**

Returns for orders with a total value of \$100 USD or less are eligible for an automated return process. For an automatic return to be approved, the request must meet all the conditions outlined in Section 2 (Return Conditions) and Section 3 (Non-Returnable Items).

#### **1.2: Orders Over \$100 USD**

Returns for orders with a total value greater than \$100 USD are handled manually by a support agent. When a return is requested for an order over \$100 USD, a support agent will review the request and create a service ticket in ServiceNow to manage the process. The agent will then make a final decision on the return.

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### **Section 2: Conditions for Automatic Returns**

For an order valued at \$100 USD or less to be returned automatically, it must meet the following time-based condition.

#### **2.1: Return Timeframe**

The return request must be initiated within 7 days of the order's delivery date. Orders that are more than 7 days old are not eligible for automatic returns and may be escalated for manual review.

#### **2.2: Exclusion of Non-Returnable Items**

If at least one of the items in the order is a non-returnable item (as defined in Section 3), the entire order is ineligible for the automatic return process and must be escalated for manual review.

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### **Section 3: Non-Returnable Items**

Certain items are not eligible for return due to hygiene and safety reasons. This rule applies to all orders, regardless of their total value.

#### **3.1: List of Ineligible Items**

The following categories of items cannot be returned:

- Undergarments
  - Food items
  - Medicines
  - Oils
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## **Section 4: Customer Communication**

Communication is a key part of the return process.

### **4.1: Final Decision Notification**

Regardless of the return method (automatic or manual), the customer will receive a final email notification once a decision has been made. This email will clearly state whether the return request has been approved or denied and will provide information on the status of the return.