

Dataco Global Returns and Reverse Logistics Policy

Purpose

This policy details the process, conditions, and requirements for product returns and reverse logistics at Dataco Global. It aims to ensure transparency, operational efficiency, and customer satisfaction with quantifiable standards.

1. Return Eligibility Criteria

- Products may be returned within **30 days** of the delivery date[5].
- Items must be **unused, in original packaging**, and include all tags and accessories[1][5].
- Products showing signs of use, alteration, or damage not caused during transit are not eligible for return.
- Certain items, such as customized or perishable goods, are **non-returnable** unless found defective upon delivery.

2. Return Process

- Customers must initiate the return process via the Dataco Global returns portal or by contacting customer service within the 30-day window[5].
- A Return Merchandise Authorization (RMA) number will be issued, which must be included in the return shipment.
- Returns without an RMA number will be refused and sent back to the sender.

3. Shipping and Handling

- For defective or incorrect items, Dataco Global will provide a pre-paid return shipping label and bear all shipping costs[5].
- For all other returns, customers are responsible for return shipping fees, which will be deducted from the refund amount when applicable[5].
- All returns should be shipped to the address specified in the RMA instructions.

4. Inspection and Restocking

- All returned items are subject to inspection. Processing may take up to **7 business days** from receipt.
- A restocking fee of **10%** of the product's purchase price will apply to non-defective returns, deducted from the refund amount[5].
- No restocking fees will be applied for defective goods or items returned due to Dataco Global errors.

5. Refunds

- Approved refunds will be processed to the original payment method within **5 business days** after return inspection[1][5].
- In cases where original payment is unavailable, store credit will be issued[1].
- Original shipping fees are **non-refundable** except for defective or mis-shipped items.

6. Exchanges

- Exchanges are allowed for defective or incorrect products if requested within 30 days of delivery.
- If the requested replacement is unavailable, a full refund or store credit will be issued instead.

7. Reverse Logistics

- All returned goods will be assessed for possible restocking, refurbishment, or recycling, depending on condition.
- Returns data will be reviewed **quarterly** to identify product quality or logistics issues, aiming to reduce return rates by **at least 5% per quarter**.

8. Policy Enforcement

- Dataco Global reserves the right to deny returns suspected of abuse or fraud or those outside stated guidelines.
- Continuous failure to comply with return instructions may result in suspension of return privileges.

Note: This policy has been generated specially for hackathon purposes. It has no relation with Syngenta or any other company.