

# Company Policy Document

## 1. Return and Warranty Policy

- Electronics: Products come with a 2-year warranty. Items must be returned within this period for warranty.
- Shoes: Products come with a 1-year warranty. Warranty claims must be initiated within this period.
- Jewelry: Products come with a 90-day warranty. Claims must be filed within this timeframe for any defects.
- Condiments: These items are not eligible for returns or warranties.

## 2. Terms and Conditions for Electronic Items

- All electronic items are sold with a standard two-year warranty against manufacturing defects.
- Customers are entitled to a repair or replacement should any defects arise within this period, provided the item is returned in its original condition.
- Electronic items may be subject to additional warranties offered by manufacturers which extend beyond the standard warranty.

## 3. Terms and Conditions for Condiments

- Due to health and safety considerations, all sales of condiments are final.
- Condiments cannot be returned or exchanged unless a product is found to be defective at the time of purchase.

## 4. Terms and Conditions for Jewelry

- Jewelry items must be returned in their original condition with any included accessories and packaging.
- The 90-day warranty covers defects in material or workmanship but does not cover damages caused by wear and tear.

## 5. Terms and Conditions for Shoes

- Shoes must be returned or exchanged within 30 days from the date of purchase provided they are in original condition.
- The one-year warranty covers manufacturing defects but does not cover wear and tear from regular use.

## 6. Overall Refund Policy

- Our company offers a 30-day refund policy on all items except for condiments.
- Items must be returned in their original condition and packaging to qualify for a refund.

## 7. Shipping Methods and Delivery Timelines

- Electronics: Delivered within 3-5 business days.
- Condiments: Delivered within 7-10 business days.
- Jewelry: Delivered within 5-7 business days.
- Shoes: Delivered within 5-7 business days.

## 8. Customer Care Numbers

- Electronics: 800-101-ELEC
- Condiments: 800-101-COND
- Jewelry: 800-101-JEWL
- Shoes: 800-101-SHOE

## 9. Data Protection and Privacy

- Our company is committed to protecting the privacy and security of our customers' information.
- We adhere to all applicable data protection laws and ensure that all personal data is handled in compliance.

## 10. Environmental Policy

- We are committed to reducing our environmental impact and continually improving our environmental performance.
- Our policies focus on minimizing waste, reducing energy consumption, and sourcing sustainable materials.

## FAQs

## Clothing:

Q1: How can I purchase clothes from your store?

A1: You can purchase clothes either directly from our website or by visiting our physical stores.

Q2: What should I do if my clothes fade in color?

A2: If the clothes fade in color, you can return them within 30 days for a replacement or refund, provided you

Q3: Can I get a refund if I don't like the clothes?

A3: Yes, refunds are available within 30 days of purchase, provided the clothes are returned in their original

## Shoes:

Q4: How do I find the right size shoes?

A4: You can use our sizing chart available on the product page to determine the correct size.

Q5: What if the shoes are damaged upon delivery?

A5: Please contact our customer care immediately to arrange for a replacement or a refund.

Q6: Is there a service center for shoe repairs?

A6: We do not currently offer repair services, but we can recommend trusted local service providers.

## Electronics:

Q7: How can I find a service center for my electronics?

A7: Service center information is provided in the warranty booklet and on our website under the 'Support' s

Q8: What should I do if my electronic item doesn't work upon arrival?

A8: Contact our customer support for immediate assistance and to arrange a return or exchange.

Jewelry:

Q9: How can I verify the purity of the gold in the jewelry I purchased?

A9: All our jewelry comes with a certificate of authenticity that details the purity of the material.

Q10: What should I do if the food condiment does not taste good?

A10: While taste is subjective, please contact us if you believe the product is defective or not as described.