

Company Policies

This document will have the company policies that are relevant to the customer service.

Return Creation Rules [Return Policy]

The following three conditions should be checked for Return:

1. The returns can be created only when the order is in 'Shipped' status
2. The quantity that can be returned is calculated using [Quantity – Returned_qty]. This should be greater than 0
3. The ship_date should be within 30 days

Customers can return products within 30 days of ship date. The products must be in their original condition and packaging. Certain items such as perishable goods, personalized items, and digital products are non-returnable. CSR's can override the return period in exceptional cases.

The Refund Amount will be calculated as follows:

$\text{Refund_Amount} = \text{Item_Price} * \text{Returned_qty} - (\text{Appeasement_Applied} / \text{Quantity})$

The Shipping charges are not refunded as part of Returns. The CSR's can provide appeasement if required to refund shipping charges.

Refund Policy

Refunds will be processed within 7–10 business days after the returned product is received and inspected. Refunds will be issued to the original payment method. Shipping charges are refundable only if the return is due to our error (e.g., wrong or defective item).

Shipping Policy

We offer standard and expedited shipping options. Standard shipping typically takes 5–7 business days, while expedited shipping takes 2–3 business days. Shipping charges are calculated based on the weight and dimensions of the package, as well as the destination.

Cancellation Policy

Orders can be cancelled based on the following conditions:

The order status should not be in 'Shipped' or 'Cancelled' state.

The fulfillment status should be in 'Created' status.

In all other cases, CSR's can inform customer to return the product once delivered as per the Return Policy.

Workflow

Order Status Rules

The orders move through the following statuses:

Created → In-Progress → Shipped

Created → In-Progress → Cancelled

Created → Cancelled

Cancellation Rules

The orders can be cancelled only when the order is not in 'Shipped' or 'Cancelled' status.

If the order is in 'Sent To Fulfillment' status, then check the fulfillment status. If the fulfillment status is in 'Created' status, then the order can be cancelled.

Tickets Service Policies

For any calls, first check if the customer has already raised a ticket. You can look it up by customer email or order_id.

If there is an existing open ticket for the same issue, inform the customer about the existing ticket and provide the ticket ID. You can update the existing ticket with any new information provided by the customer.

If there are no existing tickets, create a new ticket with the issue description provided by the customer. If the customer provides an order_id, include it in the ticket or customer_email as identifier.