

# Sales Policy Document

## 1. Payment Terms:

All payments must be made within 30 days from the date of invoice unless otherwise agreed in writing.

## 2. Returns and Refunds:

Goods may be returned within 14 days of delivery provided they are in original packaging and condition. Refunds will be processed within 7 business days after inspection.

## 3. Warranty:

All products carry a 12-month warranty against manufacturing defects from the date of purchase. Warranty does not cover damages due to misuse, mishandling, or accidents.

## 4. Shipping Policy:

Standard shipping time is 5-7 business days. Expedited shipping is available at additional cost. Shipping fees are non-refundable.

## 5. Customer Support:

For any inquiries or issues, contact our customer service team at [support@example.com](mailto:support@example.com) or call 1800-123-456.

## 6. Amendments:

The company reserves the right to update or modify this policy at any time without prior notice.

Thank you for doing business with us.