

Business Rules and Procedures for a Retail Business

Business Rules

- Customer Identification: All customers must provide valid identification before making a purchase.
- Payment Methods: Accepted payment methods include credit cards, debit cards, and mobile payments.
- Refund Policy: Refunds will be processed within 14 days of purchase, provided the product is unused and in original packaging.
- Discount Eligibility: Discounts are only applicable on select products during promotional periods.
- Product Return Conditions: Products can be returned within 30 days if they are defective or damaged.
- Loyalty Program: Customers can earn loyalty points for every purchase, which can be redeemed for discounts on future purchases.

Procedures

- Customer Registration: Customers must complete a registration form with personal details. Customer data will be stored securely in the company's database.
- Product Selection and Purchase: Customers can browse products online or in-store and add them to their cart. When ready, customers can proceed to checkout, where payment information is

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entered.

- Order Fulfillment: Once payment is confirmed, the order is processed, and the item is shipped to the customer's address. Tracking information will be provided to the customer.