

# E-Commerce Platform Policy Manual

Welcome to our E-Commerce Platform Policy Manual. This document outlines the key operational, legal, and customer service policies governing transactions, returns, refunds, cancellations, and data privacy. By using our platform, sellers and buyers agree to abide by the terms below to ensure a safe and fair online marketplace.

## 1. Return & Refund Policy

Customers may request a return or refund within **30 calendar days** of receiving the product, provided that: The product is unused and in its original packaging. Proof of purchase is provided (e.g., order ID, invoice). The product is not listed as a non-returnable item (e.g., perishable goods, digital downloads). Refunds will be issued using the original payment method within **7 to 10 business days** after inspection approval. If a product is damaged upon delivery, customers must report the issue within **48 hours** via the "Report Issue" feature.

## 2. Order Cancellation Policy

Orders can be cancelled before they are marked as "Shipped." Once the shipping process begins, cancellation requests may not be guaranteed. In cases where cancellation is not possible, the buyer may initiate a return request after receiving the item. Sellers who repeatedly cancel confirmed orders without valid reasons may face penalties, including temporary suspension of store privileges.

## 3. Data Privacy and Security

Our platform strictly complies with international data protection regulations such as the **General Data Protection Regulation (GDPR)** and relevant local privacy laws. Personal data, including names, addresses, and payment information, is securely stored and used only for legitimate business purposes. We do not sell or disclose user data to third parties without explicit consent.

Users may request data deletion or correction by contacting the Data Protection Officer at **dpo@ecommerce-platform.com**. Unauthorized access or misuse of user data may result in legal action.

## 4. Seller Compliance & Dispute Resolution

Sellers must adhere to marketplace regulations, maintain accurate listings, and fulfill orders promptly. Disputes between buyers and sellers should first be handled through the in-app resolution center. If no agreement is reached within **5 business days**, our support team will intervene and may issue refunds or enforce penalties as necessary.

Repeated non-compliance with marketplace rules may result in store suspension or permanent ban.

## 5. Contact and Customer Support

For assistance with orders, returns, or account issues, please contact our 24/7 support team through the Help Center. You may also reach us via email at **support@ecommerce-platform.com**

or the hotline at **+60 1800-88-1234**.

Our team strives to resolve all customer queries within **24 hours** of submission.