

Exchanges Policy - Version 2

1. Purpose

This document outlines the policy for exchanges handled by our organization.

2. Policy Summary

We aim to ensure all exchanges are processed efficiently. Contact support@company.com for issues or clarifications.

3. Exchange Criteria

Exchanges are permitted within 10 days for faulty products.
Faulty products are eligible for exchange within this timeframe.

4. Exchange Criteria

Items for exchange must be in original packaging and unused.
Original packaging ensures items are in resalable condition.

5. Exchange Process

International exchanges are subject to additional shipping fees.
Shipping fees cover costs for international returns.

6. Exchange Terms

Proof of purchase is required for all exchange requests.
A receipt or order confirmation is necessary for processing.

Price differences for exchanges may incur a 5% fee.
This fee covers administrative costs for price adjustments.

7. Summary

Condition Type	Details	Explanation
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Exchanges	Price differences for exchanges may incur a 5% fee.	This fee covers administrative costs for price adjustments.

8. Contact

For queries, email support@company.com or call 0800-123-456 during business hours (9 AM - 5 PM, Monday to Friday).