

# Exchanges Policy - Version 9

## 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](mailto:support@company.com) for issues or clarifications.

## 3. Exchange Criteria

All exchanges require proof of original purchase.  
This ensures eligibility for all exchange requests.

## 4. Exchange Criteria

Exchanges for holiday-themed items end post-season.  
Post-season marks the end of return eligibility.

## 5. Exchange Process

Exchanges include a free return label for first returns.  
Label encourages initial return attempts.

## 6. Exchange Terms

Exchanged items must match original purchase quantity.  
Quantity ensures fair exchange terms.

Exchanges are denied if serial numbers are removed.  
Serial numbers are required for verification.

## 7. Summary

Condition Type	Details	Explanation
Exchanges	All exchanges require proof of original purchase.	This ensures eligibility for all exchange requests.
Exchanges	Exchanges for holiday-themed items end post-season.	Post-season marks the end of return eligibility.
Exchanges	Exchanges include a free return label for first returns.	Label encourages initial return attempts.

Condition Type	Details	Explanation
Exchanges	Exchanged items must match original purchase quantity.	Quantity ensures fair exchange terms.
Exchanges	Exchanges are denied if serial numbers are removed.	Serial numbers are required for verification.

## 8. Contact

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