

# Exchanges Policy - Version 3

## 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

Exchanges are available within 5 days for defective goods.  
Defective goods must be reported promptly for exchange.

## 4. Exchange Criteria

Exchanged items must be returned in saleable condition.  
Saleable condition means no damage or signs of use.

## 5. Exchange Process

No exchanges for items purchased during promotional events.  
Promotional items are final sale due to discounts.

## 6. Exchange Terms

Exchange requests must include the original receipt.  
Receipts verify the purchase for exchange eligibility.  
Additional costs for exchanges are calculated at checkout.  
Costs are determined based on the new item's price.

## 7. Summary

Condition Type	Details	Explanation
Exchanges	Exchanges are available within 5 days for defective goods.	Defective goods must be reported promptly for exchange.
Exchanges	Exchanged items must be returned in saleable condition.	Saleable condition means no damage or signs of use.
Exchanges	No exchanges for items purchased during promotional events.	Promotional items are final sale due to discounts.

Condition Type	Details	Explanation
Exchanges	Exchange requests must include the original receipt.	Receipts verify the purchase for exchange eligibility.
Exchanges	Additional costs for exchanges are calculated at checkout.	Costs are determined based on the new item's price.

## 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).