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

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| --- | --- | --- |
| Condition Type | Details | Explanation |
| Exchanges | Exchanges are permitted within 10 days for faulty products. | Faulty products are eligible for exchange within this timeframe. |
| Exchanges | Items for exchange must be in original packaging and unused. | Original packaging ensures items are in resalable condition. |
| Exchanges | International exchanges are subject to additional shipping fees. | Shipping fees cover costs for international returns. |
| Exchanges | Proof of purchase is required for all exchange requests. | A receipt or order confirmation is necessary for processing. |
| 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).