Exchanges Policy - Version 4

## 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

All exchanges require proof of original purchase.

This ensures eligibility for all exchange requests.

## 4. Exchange Criteria

Exchanges for oversized items require prior approval.

Approval manages logistics for large items.

## 5. Exchange Process

Same-day exchanges are free if within store hours.

Free exchanges incentivize quick returns.

## 6. Exchange Terms

Exchanged items can be upgraded with a surcharge.

Surcharge reflects the price difference for upgrades.

No exchanges are allowed after store closing time.

Closing time marks the end of exchange eligibility.

## 7. Summary

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| --- | --- | --- |
| Condition Type | Details | Explanation |
| Exchanges | All exchanges require proof of original purchase. | This ensures eligibility for all exchange requests. |
| Exchanges | Exchanges for oversized items require prior approval. | Approval manages logistics for large items. |
| Exchanges | Same-day exchanges are free if within store hours. | Free exchanges incentivize quick returns. |
| Exchanges | Exchanged items can be upgraded with a surcharge. | Surcharge reflects the price difference for upgrades. |
| Exchanges | No exchanges are allowed after store closing time. | Closing time marks the end of exchange eligibility. |

## 8. Contact

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