

Refund & Returns Policy (Enterprise Edition)

1. Policy Purpose and Governance

This Refund & Returns Policy establishes standardized procedures governing product returns, refunds, exchanges, and related customer remediation actions across all jurisdictions in which the Company operates.

The policy is designed to balance customer satisfaction, regulatory compliance, financial integrity, and operational efficiency.

This document shall be reviewed annually by the Compliance and Operations departments and updated as necessary to reflect changes in law, logistics practices, or commercial strategy.

2. Scope of Application

This policy applies to all consumer purchases made through official sales channels including web, mobile applications, and authorized retail partners.

Business-to-business transactions may be governed by separate contractual agreements.

Regional consumer protection laws may supersede certain provisions of this policy where required.

3. Definitions and Interpretation

'Refund' means the reversal of funds to the original payment instrument used in a transaction.

'Return Merchandise Authorization (RMA)' refers to a formal approval issued prior to product return.

'Inspection Period' refers to the internal review process conducted upon receipt of returned merchandise.

References to 'Business Days' exclude weekends and statutory holidays in the applicable operating region.

4. Eligibility Criteria

Customers must initiate return requests within thirty (30) calendar days from confirmed delivery date.

Products must remain in original condition including packaging, manuals, tags, and accessories.

Products determined to be defective, materially misrepresented, or damaged in transit qualify for immediate escalation review.

Proof of purchase, including order number and payment confirmation, is mandatory for validation.

5. Non-Eligible Items

The following are generally non-refundable unless required by law: digital products once accessed, customized merchandise, hygiene-sensitive items, gift cards, and final sale items.

Products returned due to misuse, neglect, unauthorized modification, or accidental damage will not qualify for refund approval.

6. Return Authorization Workflow

Customers must submit a return request through official support channels providing detailed explanation and supporting documentation where applicable.

Upon preliminary validation, an RMA number and shipping instructions will be issued.

Failure to include the RMA number may result in processing delays or rejection.

All returned items undergo a structured inspection process assessing condition, authenticity, and completeness.

7. Refund Processing Standards

Approved refunds will be processed within five (5) to seven (7) business days following successful inspection.

Refunds will be issued to the original payment method unless regulatory requirements dictate alternative arrangements.

Financial institutions may require additional posting time beyond Company processing timelines.

8. Chargebacks and Disputes

In cases of payment disputes initiated through financial institutions, customers are encouraged to contact support prior to filing a chargeback.

The Company reserves the right to provide transaction evidence in response to payment disputes.

Abusive or fraudulent chargeback activity may result in account suspension.

9. Escalation and Appeals

Customers dissatisfied with refund outcomes may request formal review by a Senior Support Specialist.

Final determinations shall consider documented evidence, inspection results, and regulatory compliance obligations.