

Employee & Customer Handbook (2025 Edition)

Human Resources & Remote Work

1. Work Hours & Availability Standard operating hours are 9:00 AM to 6:00 PM EST. However, TechNova operates on a "Core Hours" philosophy. Employees must be available for synchronous collaboration between 11:00 AM and 3:00 PM EST. Outside of these hours, flexible scheduling is permitted provided 40 hours are logged weekly.

2. Remote Work Policy TechNova is a "Remote-First" company. Employees may work from any location with a stable internet connection (minimum 50 Mbps).

- **Nomad Clause:** Employees wishing to work from a different country for more than 14 days must obtain approval from HR 30 days in advance due to tax implications.
- **Equipment:** The company provides one MacBook Pro M3 and a \$500 stipend for home office setup. This stipend is claimable after the probation period (90 days).

3. Leave Policy

- **Sick Leave:** 10 days per year (accrued 0.83 days/month).
- **PTO (Paid Time Off):** 20 days per year. Unused PTO can carry over (max 5 days) to Q1 of the next year.
- **Wellness Days:** 1 mandatory "disconnect day" per quarter where no Slack/Email is allowed.

Customer Shipping & Returns

4. Shipping Policy

- **Domestic (US):** Free standard shipping (5-7 business days) on orders over \$50. Expedited shipping (2 days) costs \$15.
- **International:** Flat rate of \$35. Customs duties are the responsibility of the customer. We do not ship to P.O. Boxes internationally.
- **Processing Time:** All orders are processed within 24 hours. Orders placed on weekends ship on Monday.

5. Return & Refund Policy

- **Window:** Customers have 30 days from the *delivery date* to initiate a return.
- **Condition:** Items must be unused, in original packaging, with tags attached.
- **Restocking Fee:** A 10% restocking fee applies to electronics (laptops, monitors) if opened. No fee for clothing or accessories.
- **Refund Timing:** Once received at our warehouse, refunds are processed within 5-7 business days to the original payment method.
- **Exchanges:** Direct exchanges are not supported. Customers must return the item and place a new order.

Security & Code of Conduct

6. Data Security

- **Passwords:** All accounts must use 2FA (Two-Factor Authentication). Passwords must be rotated every 90 days.
- **Public Wi-Fi:** Use of company VPN is mandatory when connecting to public networks (cafes, airports).

7. Expense Reimbursement Expenses must be submitted via the "Expensify" tool by the last Friday of the month.

- **Travel:** Economy class for flights under 6 hours. Business class allowed for flights over 6 hours.
- **Meals:** Daily allowance is \$60 while traveling. Alcohol is not reimbursable.

8. Termination Employment is "At-Will." Either party may terminate the relationship with 2 weeks' notice. Immediate termination may occur for gross misconduct (e.g., data theft, harassment).

