

## 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).

