

COMPANY REFUND & LEAVE POLICY (SOP)

1. Refund Policy

Employees may process customer refunds within 10 days of the original purchase date.

All refunds must be approved by the department manager.

Refund requests must be submitted through the internal finance portal.

Refunds requested after 10 days will be automatically rejected.

2. Leave Policy

Employees are entitled to 12 casual leaves per year.

Leave requests must be submitted at least 2 days in advance.

Emergency leave requires manager approval.

Unused leaves cannot be carried forward to the next year.

3. Working Hours Policy

Office working hours are from 9:30 AM to 6:30 PM.

Employees must complete 8 hours of work daily.

Late arrivals more than 3 times a month may result in a warning.