

Standard Operating Procedures (SOP)

1. Purpose

This document outlines the Standard Operating Procedures (SOP) for handling return policies, order cancellations, and related customer service processes to ensure consistency and compliance across all departments.

2. Scope

This SOP applies to all customer-facing departments including sales, support, logistics, and finance. It covers procedures for returns, cancellations, refunds, and dispute resolution.

3. Definitions

- Return: The process by which a customer sends back a purchased item.
- Cancellation: The act of stopping an order before it is shipped.
- Refund: The reimbursement of payment to the customer.
- RMA: Return Merchandise Authorization.

4. Procedures

A. Return Policy:

- Customers may return items within 30 days of receipt.
- Items must be unused and in original packaging.
- RMA must be issued before return.

B. Cancellation of Orders:

- Orders can be cancelled within 24 hours of placement.
- After shipment, cancellation is not possible.

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C. Refund Process:

- Refunds are processed within 7 business days after item inspection.
- Refunds are issued to the original payment method.

5. Exceptions

- Customized or personalized items are non-returnable.
- Digital products are not eligible for return or refund.
- Orders placed during promotional events may have different policies.

6. Escalation Paths

If a customer dispute cannot be resolved at the support level, it should be escalated to the Customer Experience Manager. Further escalation may involve the Legal and Compliance team.

7. Compliance Notes

All procedures must comply with consumer protection laws and internal audit standards. Staff must be trained annually on SOP updates.

8. Audit Requirements

Each return and cancellation must be logged in the CRM system. Monthly audits will be conducted to ensure adherence to SOP. Non-compliance will be reported to senior management.