Operations SOP

1. Order Processing:

- All orders must be confirmed within 24 hours.

- Orders should be updated in the system after dispatch.

2. Inventory Management:

- Stock levels should be checked daily.

- Reorder items when stock falls below threshold.

3. Return Policy:

- Returns are accepted within 7 days of delivery.

- Returned products must be unused and in original packaging.

4. Staff Responsibilities:

- Front desk manages customer queries and billing.

- Warehouse team handles packing and logistics.