**Contoso Returns Policy with customers terms & conditions**

**Contoso returns policy**

If customer has changed mind about keeping your purchase, please ask customers to return it within 30 days in its original condition with proof of purchase (invoice). We'll exchange or refund it, if following conditions are met.

By original condition we mean:

* Customer has kept all original packaging and labels in good condition and the product can be resold at full price.
* Customer haven’t used the product.
* the product contains no personal data and isn’t registered to a user.

If there is a delay in refunds more than 30 days, first check your mode of payment again. Post that customer can contact credit card company, it may take some time before your refund is officially posted.

* If customer has done all of this and you still have not received your refund yet, please contact us at help@contoso.com

**How to return**

Online purchases can be returned to us in a Contoso store, or via postal services.

**What can't be returned**

These products can only be returned if they’re faulty or not as described.

* Purchases received over 30 days ago
* Items you’ve opened or unsealed, other than where necessary to inspect
* Items without the original packaging or labels
* Items in poor condition
* Items that contain your personal data or have been registered with the manufacturer
* Products made or cut to your own specifications
* Products that have been personalised for you
* Computer software that has been opened or redeemed
* Opened gift cards
* Products that can’t be returned for hygiene reasons:
  + Beauty products that have been opened, used or don’t have the seal intact
  + Personal care products including electric razors and breast pumps
  + Lingerie, underwear, briefs and stick-on bras
  + Swimwear (if the hygiene seal has been removed)
  + Face coverings
  + Bedding
  + Mattresses (unless indicated in a supplier promotion)
  + Toilet seats and brushes

If customer return products which are outside our returns policy or if you don’t have proof of purchase, we’re unable to process a refund or exchange, so please keep your receipt or order confirmation.

**How you'll be refunded**

Customer will receive a refund within 7 days of returning the item to the same payment method you used while purchasing the product. For items bought with gift cards, we’ll send an e-gift card to the email address that was used to make the purchase.

**Returning faulty items**

If the purchased product develops a manufacturing fault within 30 days of purchase, please ask customer to return with proof of purchase and Contoso will exchange it by filling a form and enter details in the ERP system. Please disable any security features and remove your personal data.

After 30 days, Contoso will repair or replace the product in accordance with the terms of the Consumer Rights Act 2015.

**More return types**

**Returning gifts**

You can return or exchange gifts in a store using the returns note and label that came with the order. We’ll either exchange the item or refund the value to a gift card.

If you send the item back to us we will send the refund through to the person who made the original purchase, using the card or payment method they used.

**Refunds for purchases made with a promo code**

If you bought a few items with a promo code, and returned one or some of these, we’ll deduct a percentage of the promotion value from your refund. This is part of the [terms and conditions](https://www.johnlewis.com/customer-services/shopping-with-us/terms-and-conditions) of our offers.

**High value items**

Please return jewellery and watches worth over $1000 to a Contoso store that stocks jewellery. We will process your refund once the item has been returned to and checked by our specialist, which can take up to 30 days for high valued items.

**Gifts with purchase**

Free gifts received as part of an offer or promotion when purchasing an item must be returned with the main ‘qualifying’ item to receive a full refund. You can still buy the gift, provided it’s for sale on the John Lewis website as a stand alone item, by placing a new order for it at the normal advertised price.

If you want to cancel the main qualifying item in a ‘gift with purchase’ order, this will also cancel the connected promotional (free) item. This will result in a refund of the entire order price and neither of the items will be delivered or available for collection.

**Issues with your return**

You should receive your refund for returns between 7-30 days of sending the item back based on product value and category.

It can take up to seven days for it to reach our returns centre. Then, we check and process your return, which can take up to two days. We’ll then send you an email to confirm it’s been processed and your refund should be in your account within five days.

1. What are the store hours at Contoso?
   * Our store hours are Monday through Friday from 9:00 AM to 9:00 PM, Saturday from 10:00 AM to 8:00 PM, and Sunday from 11:00 AM to 6:00 PM.
2. What is the cleaning guidance at Contoso?
   * We follow a strict cleaning schedule to ensure that our store is clean and safe for both customers and employees. This includes regular cleaning of high-touch surfaces such as door handles, checkout counters, and restrooms.
3. What is the store setup at Contoso?
   * Our store is organized into different sections based on product categories. Each section is clearly labeled to help customers find what they need.
4. What is the dress code at Contoso?
   * We require all employees to dress professionally and wear a name tag at all times.