Return Policy

Contoso Electronics — Training/Demo Document (Copilot Studio)

Last updated: 2025-12-01

Quick rules

• 30-day return window from delivery date for most items.

• Refunds go back to the original payment method after inspection.

• Restocking fee: none for unopened items; up to 15% for opened items where permitted by law.

• Shipping: Contoso pays return shipping for defective items; customer pays for change■of■mind returns.

Exclusions

• Final-sale items.

• Downloadable software keys after redemption.

• Gift cards.

How to start a return

1) Confirm the order number and billing ZIP code.

2) Create a return request in the support tool and generate a label (if eligible).

3) Ask the customer to pack the item with all accessories.

4) Customer drops off with carrier and keeps the receipt.

5) Refund is issued after inspection.

Warranty vs return

A return is about satisfaction in the first 30 days.

A warranty claim is about defects after the return window.

This is a fictional policy for classroom use. Do not use as legal advice.