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**Exercise Gorgias - Refund policy**

**Decision theory**

Normally, reject refund requests to save money. If the buyer caused the damage, also reject the request. Do not accept items that are out of warranty period or do not have live long warranty. If it’s technical issue, try to repair the item, but only if it won’t cost more than buying a new one. In that case exchange for a new item. If the item is no longer available and customer should be compensated, return money.

**Scenarios**

<**1**, { not warranty(it) }, **reject(it)** >

<**2**, { caused(it) }, **reject(it)** >

<**3**, { not caused(it), warranty(it), repairable(it), repair\_cheap(it) }, **repair(it)** >

<**4**, { not caused(it), warranty(it), not repairable(it) }, **refund(it)** >

<**5**, { not caused(it), warranty(it), not repairable(it), selling(it) }, **new(it)** >

<**6**, { not caused(it), warranty(it), repairable(it), not repair\_cheap(it) }, **refund(it)** >

**Predicates**

Option Predicates

1. reject(Request)
2. repair(Request)
3. refund(Request)
4. new(Request)

Defeasible Predicates

1. caused(Request)
2. repairable(Request)
3. repair\_cheap(Request)
4. entitled(Request)

Non-defeasible Predicates

1. warranty(Request)
2. selling(Request)