

## Resolution Policy

Policy Title: Dispute Resolution Policy

Version: 1.0

Effective Date: 2023-01-01

### Types of Disputes Covered:

- Pricing discrepancies
- Delivery issues
- Quality concerns

### Steps for Resolution:

1. Submit a dispute form
2. Initial review by customer service
3. Escalation to management if unresolved
4. Final resolution within 30 days

### Timeframes:

- Initial review: 7 days
- Escalation: 14 days
- Final resolution: 30 days

### Documentation Required:

- Invoice
- PO
- Goods Receipt
- Contract Terms

### Contact for Dispute Resolution:

- Email: [disputes@abccorp.com](mailto:disputes@abccorp.com)
- Phone: +1-800-123-4567