

SOP: Return and Exchange Eligibility Criteria

This SOP defines the **return and exchange eligibility criteria** for purchased products, detailing the conditions under which customers can return or exchange items. It covers timeframes for returns, acceptable product states, documentation requirements, and exceptions to the policy to ensure a consistent and fair process for handling customer returns and exchanges.

1. Purpose

To establish standardized criteria for evaluating and processing customer requests for product returns and exchanges.

2. Scope

This policy applies to all products sold through [Company Name]'s sales channels, unless otherwise specified.

3. Return & Exchange Timeframes

Product Category	Eligible Return/Exchange Period
Standard Products	Within 30 days of purchase
Electronics	Within 14 days of delivery
Sale/Discounted Items	Within 7 days of purchase

4. Acceptable Product States

- Products must be unused, unwashed, and in original condition.
- All original tags, labels, packaging, and accessories must be intact.
- Products showing signs of use, damage, or alteration are ineligible.
- For defective/faulty items, photographic evidence may be required.

5. Documentation Requirements

- Original purchase receipt or order confirmation.
- Product serial number or barcode, if applicable.
- Return Authorization Form (provided by Customer Service).
- Photographs of the product (for damaged/faulty returns).

6. Exceptions and Non-Eligible Items

- Personal care items, perishable goods, and final sale items are non-returnable.
- Customized or personalized products are not eligible for return/exchange.
- Gift cards, vouchers, or downloadable software are excluded.
- Returns due to incorrect use, neglect, or deliberate damage are not accepted.

7. Procedure

1. Customer submits a return/exchange request within the eligible period.
2. Customer Service verifies eligibility based on the above criteria.
3. If eligible, customer receives Return Authorization instructions.

4. Product is inspected upon receipt; approval/rejection communicated to customer.
5. Approved returns: Refund or exchange processed within 7 business days.

8. Review and Exceptions Handling

Any exceptions to this SOP require approval from [Department Manager/Customer Service Lead], with reasons documented for audit purposes.

9. Policy Review

This SOP will be reviewed annually or as required based on changes in company policy or regulatory requirements.