SOP Template: Limiting Number of Items Allowed per Customer

This SOP details the policy for **limiting the number of items allowed per customer** to ensure fair product distribution, manage inventory effectively, prevent stockpiling, and enhance the shopping experience for all customers by clearly defining quantity restrictions, enforcement procedures, and exceptions.

1. Purpose

To set guidelines for restricting the number of specific items that can be purchased per customer during each transaction to maintain sufficient inventory levels and ensure fair access to all customers.

2. Scope

This policy applies to all store locations and online platforms where item limits are necessary due to high demand, limited supply, or during special promotions.

3. Policy

1. **Item Limitation:** Identify all products subject to purchase limits. Communicate specific quantity restrictions clearly via signage, product pages, and at the point of sale.
2. **Limit Details:**
   - Specify limit (e.g., "Limit 2 per customer").
   - State the timeframe for limits (per transaction, per day, per promotional period).
3. **System Enforcement:** Configure POS and e-commerce systems to flag or block transactions exceeding set limits.
4. **Staff Training:** Ensure all staff are briefed on the policy and enforcement process.

4. Procedure

1. **Notification:** Post clear, visible signage near affected products and inform customers verbally if needed.
2. **Transaction Monitoring:**
   - Ring up items at checkout.
   - If purchase exceeds allowed limit, politely inform the customer and adjust the quantity to comply with the policy.
3. **Online Orders:** Ensure website/enabled systems restrict quantities per user account/order session.
4. **Escalation:** In cases of dispute, refer the matter to a supervisor or manager.

5. Exceptions

- Only authorized managers may approve exceptions (e.g., for organizational or bulk needs).
- Log all approved exceptions for auditing purposes.

6. Responsibilities

- **Store Management:** Define and update the list of limited items. Communicate updates to staff and customers.
- **All Employees:** Enforce the policy politely and consistently. Report recurring issues to management.

7. Review

This policy will be reviewed quarterly, or as needed, based on demand fluctuations and inventory assessments.