CEDAR DESK SUPPORT POLICY

Version 1.0 | Effective 1 October 2026
Fictional practice document created by AI Fiddler. This is not a real company's policy.

1. Support availability

Live support is available Monday to Friday, 09:00-17:00, Europe/Bucharest. Messages received outside these hours are queued for the next support period. This policy does not define public-holiday opening hours.

2. Standard returns

A customer may request a standard return of an unopened item within 30 calendar days of delivery. Proof of purchase is required. Personalized engraved items are excluded from the standard return route. This exclusion does not remove the separate damaged-item reporting route in section 3.

3. Damaged items

Delivery damage must be reported within 48 hours of delivery. The report must include the order reference and photos of the damage. A support agent reviews the evidence before approving any replacement or refund; reporting damage alone does not mean either outcome is approved.

4. Refund processing

After an approved return is received and inspected, Cedar Desk processes the refund within 5 business days. Bank settlement time is separate and is not specified in this policy. A support agent must not promise an exact date for funds to appear in a customer's bank account based on this policy alone.

5. Escalation

Suspected exposure of customer information must be escalated immediately to a human support lead. Do not request passwords or full payment-card numbers in chat. Requests that fall outside this policy require review by a support lead before a commitment is made.