

TOPDECK TRADING CO.

Internal Return & Exchange Policy

This content was built as a focused example, not an exhaustive production policy
<https://www.misiprjects.com>

Purpose

This policy aligns with Top Deck's customer facing return policy at [topdeck.com/returns](https://www.misiprjects.com) (fictional site) and provides employees with the instructions required to provide a consistent experience. This policy is intended to protect the business from financial loss and fraud while protecting the customer experience. All employees processing returns must be familiar with this policy.

Return Period

Customers may request a return within 15 days of the delivery date displayed in the Order Management System (OMS).

Processing Returns

All returns are managed in OMS, start to finish:

1. The customer initiates the return through their account or by contacting support.
2. The employee reviews the order in OMS: product, order and delivery dates, stated reason, and any submitted photos.
3. The employee records the outcome (approved, denied, or escalated) and condition notes directly on the order.
4. The employee processes the refund or store credit in OMS. If the item must be returned first, generate a prepaid label through OMS; it will be emailed to the customer automatically.

Refund vs. Store Credit

Standard returns default to a refund on the original payment method. Customers may request store credit instead, which includes a 10% bonus (a \$50 return becomes \$55 in store credit). Condition disputes and any escalated return are refund-only; the store credit bonus does not apply.

Sealed Product Returns

Sealed items (booster boxes, booster packs, starter/theme decks) may be returned within the standard window if unopened, with factory shrink wrap intact. If the shrink wrap appears removed, replaced or tampered with, escalate to a supervisor before processing the return.

Promotional sealed items under \$15 do not require a shrink wrap check and may be returned to inventory directly.

Single Card Condition Disputes

If a customer states a card arrived in worse condition than listed, request photos of the specific area of concern and compare them to the original listing photos in OMS.

- If photos confirm new damage (crease, added edge wear, scratching not previously disclosed), approve as a condition dispute with a refund.
- If photos do not show damage beyond what was already disclosed, deny the dispute. The customer may still request a standard return if within the return window.

Damaged or Defective Items

Request photos of the damaged item and its shipping packaging.

- Under \$75: issue a replacement or refund once photos are reviewed, no return of the item required.
- \$75 or more: the item must be returned using a prepaid OMS label before a refund or replacement is issued.

Escalations and Approval

Escalate to a supervisor before processing any return that involves:

- Suspected sealed product tampering
- A damaged item claim of \$75 or more
- A customer account flagged for excessive returns in OMS

If a supervisor is unavailable, hold the return in OMS until a review can be completed.

Customer Communication

This internal policy may not be shared with customers directly and customers should be directed to the customer facing policy at [www.topdeck.com/returns](https://www.misiprjects.com) (fictional website). If a return requires additional review, the customer may be advised their request is "under standard review" without detailing the internal reason (tampering, dispute, or account history).

History

2026

- 08/22/2026 - Updated URL to customer facing return policy from www.topdeck.com/policy to www.topdeck.com/returns.
- 07/01/2026 – Added new clause that promotional sealed items under \$15 do not require a shrink wrap check and may be returned to inventory directly.
- 06/01/2026 – Policy certification review completed and approved by policy owner.

2025

- 12/15/2025 – Policy established.

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