TOPDECK TRADING CO.

Returns, Exchanges, and Customer Adjustments – Internal Reference

(Customer Service / Fulfillment Team Use Only)

Section 1 – Purpose and Overview

This document exists to help employees understand how to handle return requests, exchange requests, and refund requests from customers, and also covers what to do in situations where a customer wants to send something back to us for a variety of reasons, including but not limited to damage, dissatisfaction, ordering the wrong item, receiving the wrong item, or other circumstances not otherwise addressed. The purpose of this policy is to protect the company from unnecessary financial loss while also ensuring customers are treated fairly and in accordance with our stated customer-facing return policy, which is posted on our website. Employees should always refer to this document first before making any decisions about a return, exchan[illegible] or refund, and should also keep in mind that the customer-facing policy is what customers see, so it's important that we do[illegible]m something that conflicts with it, although this internal document does contain additional detail and guidance not [illegible]ebsite version, which employees are expected to be familiar with and follow accordingly.

As our catalog has grown to include sealed product (booster boxes, booster packs, starte[illegible]ards, and promotional items, the return process has become more complex over time, and this document has bee[illegible]ally to reflect new situations that have come up. Employees are expected to be familiar with the entire document[illegible]on that seems most relevant to their current situation, since some rules that apply to one product type also apply[illegible]n, to others.

Section 2 – General Return Window

Customers have 15 days from the date of delivery to initiate[illegible] items. The delivery date for a given order can be found in the Order Management System (OMS) under the ord[illegible]ails — employees should always confirm the actual delivery date in OMS rather than relying on the customer's s[illegible], since customers are sometimes off by several days when estimating this themselves.

Also note: the return window was previou[illegible]as shortened to 15 days as part of the policy update, however some older printed materials in the fulfillment cen[illegible]ence the 30-day window, and if a customer references this, employees should honor the current 15-day policy r[illegible]er printed version, since the printed version was not properly removed from circulation at the time of the [illegible]

SECTION 3: HOW [illegible]S ARE SUBMITTED AND PROCESSED

Customers initiate a retur[illegible]st either through their account on our website or by contacting customer support directly. Once a request is received, the employee handling the case should look up the order in OMS, which displays the product(s) sold, the order and delivery dates, and the customer's stated reason for the return. If photos are needed to evaluate the condition of an item (see Sections 4 and 5), the customer uploads these directly through the returns request form, and they will appear attached to the order record in OMS for the employee to review.

Once an employee has reviewed the request, OMS is also used to document the outcome — employees should record their condition notes and decision (approved, denied, or escalated) directly on the order record so there is a clear history attached to that order going forward. If a physical item needs to be shipped back to us before a refund is issued (see Section 6), the employee generates a prepaid return label directly through OMS, which automatically emails it to the customer. Refunds and store credit adjustments (see Section 7) are also processed directly through OMS once a decision has been made — employees should not process refunds through any other system.

Section 4 – Sealed Product Returns

Sealed product (booster boxes, booster packs, starter/theme decks, and other factory-sealed items) may be returned within the standard window as long as the product is unopened and shows no signs that it has been previously opened. This matters because sealed product loses much of its resale value once opened, even if the customer states that nothing was removed from inside. When a sealed item is returned, the employee should visually check that the factory shrink wrap is fully intact and has not been removed and replaced, since this is sometimes attempted by customers who want to return a box after opening it.

If an employee suspects a sealed item has already been opened, they should not process the return as a standard sealed-product return and should instead escalate to their supervisor before issuing any refund or returning the item to inventory.

Note: this check does not apply to promotional sealed items valued under $15, which may be returned to inventory without inspection given the lower financial risk, per guidance from the fulfillment manager that was communicated verbally during a team meeting and has not yet been formally added to this section until now.

Section 5 – Single Card Condition Disputes

Single cards are sold using standard condition grading terminology (Near Mint, Lightly Played, Moderately Played, Heavily Played, Damaged), and customers occasionally state that a card arrived in worse condition than what was described in the listing. When this happens, the employee should ask the customer to upload photos of the card showing the specific area of concern through the returns request form, and should compare these to the original listing photos, which are attached to the order record in OMS.

If the submitted photos show damage that is not visible in the original listing photos (for example, a new crease, more edge wear than described, or surface scratching that wasn't previously noted), the return should be approved as a condition dispute. This is coded differently in OMS than a standard "changed my mind" return, which affects whether the refund/store credit incentive in Section 7 applies.

If the photos submitted do not show any condition issue beyond what was already disclosed in the original listing, the employee should deny the condition dispute, but may still offer to process it as a standard return instead (subject to the standard return window and any applicable restocking considerations for that item).

Section 6 – Damaged or Defective Item Claims

If a customer reports that an item arrived damaged, the employee should request photos of the damaged it[illegible]m as well as the shipping packaging through the returns request form. Once photos are reviewed and attached to the order in O[illegible] employee may issue a replacement or refund without requiring the customer to ship the item back, PROVIDED the ite[illegible]der $75. For items valued at $75 or more, the customer must ship the item back to us before a refund or replace[illegible]ng a prepaid label generated through OMS.

(Note: this $75 threshold was $50 prior to the policy update, and some team docum[illegible]around in shared drives may still say $50 — always use $75 as current.)

Section 7 – Refund vs. Store Credit

Standard returns (customer changed their mind, ordered the wrong [illegible] the return window are eligible for a full refund to the original payment method. Store credit may be offered as a[illegible] customer's request, and store credit returns receive a 10% bonus value as an incentive (e.g., a $50 return issued [illegible]comes $55 in store credit).

Exception: condition dispute returns (Section 5) and a[illegible]uired supervisor escalation are not eligible for the 10% store credit bonus, since these are not considered stand[illegible]poses of this incentive.

Section 8 – Escalation and App[illegible]

Any return meeting one or more of t[illegible]eria must be escalated before processing: suspected sealed product tampering (Section 4), a damaged item cl[illegible] (Section 6), or any return request from a customer account previously flagged for excessive returns (visible i[illegible]ccount notes within OMS).

Escalation should go t[illegible]sor on duty. If no shift supervisor is available, escalate to the team lead. If neither is available, hold the return in OMS [illegible] process it until one becomes available.

(Addendum: some emplo[illegible]ave referred to the "shift supervisor" as the "shift lead" and the "team lead" as the "floor lead" — these are the same roles, just referred to inconsistently across different training materials. HR is aware and has not yet standardized the titles in all documentation.)

Section 9 – Customer Communication

When communicating with customers about return decisions, employees should reference our customer-facing return policy (available on the website) for general terms, but should not read this internal document to customers directly, as it contains internal guidance not intended for customer distribution. If a customer asks why their return is taking longer than expected, employees may say the return is "under standard review" without specifying that it has been flagged for tampering, condition dispute, or account history reasons, as this internal detail should not be shared externally.