

TOPDECK TRADING CO.

Escalate a Suspected Tampering Return

Built as a focused example, not an exhaustive production procedure.
Referenced job aids and systems are fictional
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When to Use this Procedure

Use this procedure when a customer returns a sealed product and the factory shrink wrap appears removed, replaced, or otherwise tampered with. Sealed products are defined as booster boxes, booster packs, and starter/theme decks. This procedure does **not** apply to promotional sealed items under \$15.

For further details, refer to the [Internal Return & Exchange Policy](#).

Product Inspection

1. Open the order in OMS and confirm the product being returned is a sealed product.
2. Visually check the shrink wrap for signs that it has been removed and reapplied. This may include
 - Loose or uneven wrap.
 - Visible tape or extra adhesive.
 - A plastic seal that doesn't match the product's factory appearance.

If the shrink wrap is intact and factory-original, process the return as outlined in the [Complete a Return in OMS Job Aid](#).

Document and Report Observation

If the product appears to be tampered with, do **not** approve, deny, or process a refund or store credit.

1. In OMS, set the return status to “Escalated – Pending Supervisor Review.”
2. Document the order record describing specifically what appeared tampered with.
 - Example: “*Shrink wrap loose at one corner, tape residue visible on the seam.*”
3. Take a digital photograph of the tampering evidence and upload/attach it to the order.
4. Submit the escalation to the on-duty supervisor through the OMS escalation queue.
5. The return request will remain on hold until a supervisor has made a decision within 24 hours. If more than 24 hours have passed, contact your direct supervisor.

Supervisor Review

A supervisor will review the escalation in OMS and document the outcome.

- **Approved for Return:** Supervisor review found no confirmed evidence of tampering; process as a standard return.
- **Denied Return:** Tampering has been confirmed; the item is not eligible for refund or store credit.
- **Further Review Required:** Additional information is required. The requesting employee will review the supervisor’s documentation and request the details from the customer.

Complete the Request

Once the final outcome has been approved by a supervisor, complete the request as directed.

- **Approved for Return:** Process the return as outlined in the [Complete a Return in OMS Job Aid](#).
- **Denied Return:** Reject the return as outlined in the [Reject a Return in OMS Job Aid](#).
- **Further Review Required:** Email the customer via the order portal in OMS to notify them that their request is under review and request the required additional information.