Company Knowledge Base – Internal Policies and Guides

1. Refund and Return Policy

Customers can request a full refund within 30 days of purchase as long as the product is unused and in its original packaging. Refunds are processed to the original payment method within 7 business days after approval.

2. Employee Vacation Policy

Full-time employees are entitled to 15 business days of paid vacation each year. Vacation requests should be submitted via the HR portal at least two weeks before the planned start date.

3. Payment Terms and Billing

Invoices must be paid within 30 calendar days of issuance. Late payments are subject to a 2% monthly interest fee. All clients are encouraged to use bank transfers or the company's approved payment gateway.

4. IT Security Guidelines

All company accounts must have two-factor authentication enabled. Passwords must be at least 12 characters long and include a mix of uppercase letters, lowercase letters, numbers, and symbols. Employees must immediately report any suspicious emails to the IT department.

5. Company Mission and Vision

Our mission is to empower businesses through innovative automation solutions. We believe in efficiency, transparency, and continuous improvement to create value for our clients and partners.

6. Customer Support Procedure

Customer support inquiries should be acknowledged within 24 hours. Support agents must provide a first response resolution whenever possible, and unresolved issues should be escalated to Tier 2 after 48 hours.