
INTERNAL STANDARD REFUND PROCEDURES



PC DREAMS GROUPS

1 Rochor Canal Road #03-01 Sim Lim Square Singapore 188504

FEBRUARY 12, 2020

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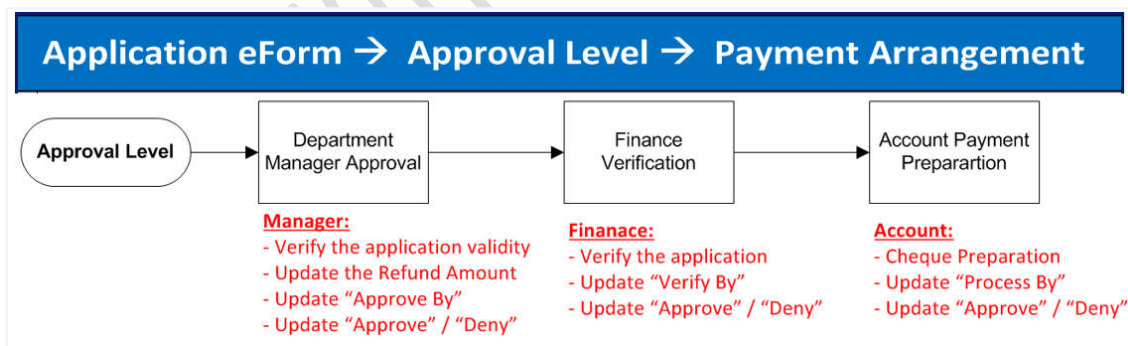
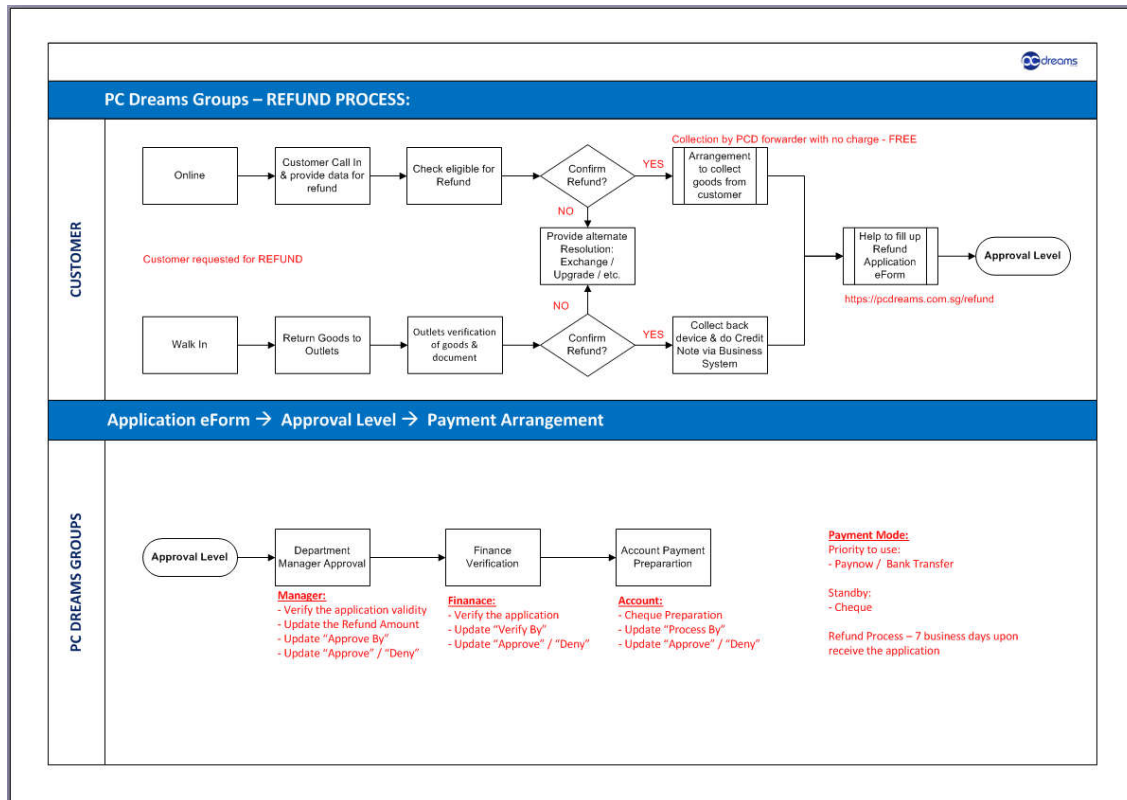
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SOP SUMMARY

Quick Refund Process Flow: -

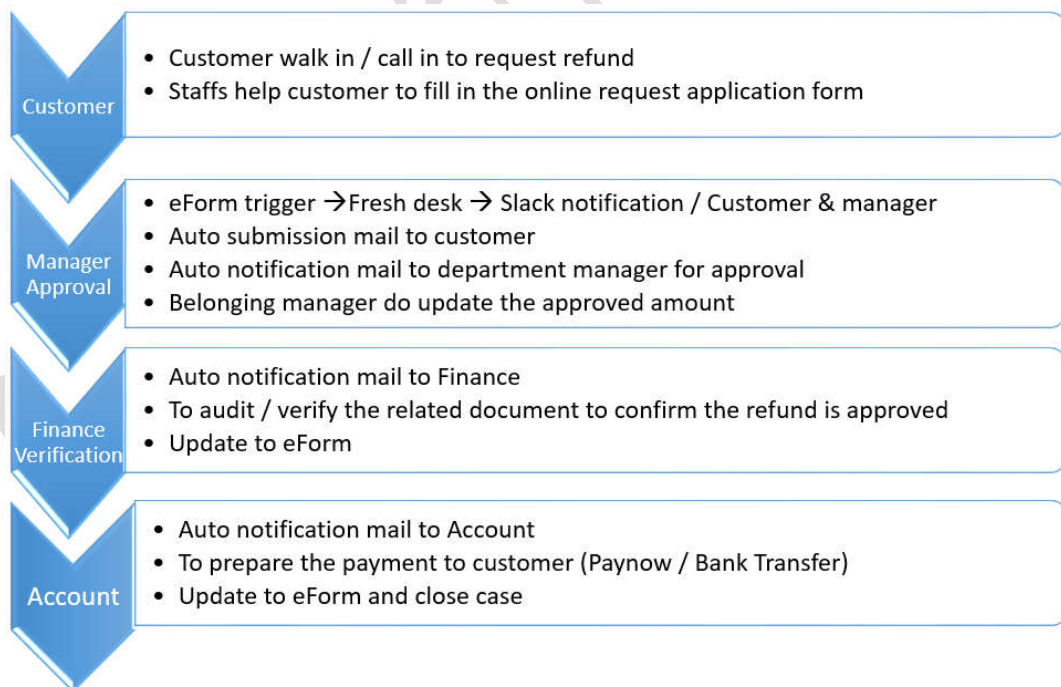
1. Walk In / Online (Call In) customer request for Refund
 - a) Walk In – direct verification of return goods
 - b) Online (Call In) – verify via phone then arrangement of return goods with customer by PCD forwarder
 - c) Onsite collection with Free of charge to customer
2. Create 'Credit Note' for the refund Cashbill / Invoice (Prepare to input the CN number into eForm)
3. Staffs to help customer fill in the online 'Refund Request Form'
 - Link: <https://pcdreams.com.sg/refund/form/>
 - Password: **pcdg#1234** (*same password to check Refund Status*)
4. For service team - Return the item/ replaced spare parts (if any) to Grace
5. For service team - Acknowledged by Grace with items/ parts received
6. Department Operation Manager approval
7. Finance verification - audit the refund details via business system & etc.
8. Account - will prepare the refund payment accordingly to customer directly
9. Encourage Refund Payment mode: **Paynow | Bank Transfer**
10. Optional Refund Payment mode: Cheque
11. Done

REFUND PROCESS FLOW



How The Process Work

1. Customer walk in / call in to request refund
2. Staffs to do necessary verification & help customer to fill in the request eForm
3. eForm trigger → Fresh desk → Slack notification / Customer & manager
4. Auto submission mail to customer
5. Auto notification mail to all department manager for approval & related managers has to update eForm for the approved amount.
6. Auto notification mail to Finance, will verify the related document to confirm the refund is approved & update to eForm
7. Auto notification mail to Account, will prepare the payment to customer (Paynow / Bank Transfer) & update to eForm and close case



Refund Request Form

1. Invoice Information

Click here to check the Refund Status



Refund Status

Refund Request Form

Your requests and enquiries are important to us. Please complete and submit the following form, one of our team members will respond to you as soon as possible. Fields marked with an asterisk (*) are required.

Invoice Information

The difference will be refunded via cheque or the same mode of payment used for the original purchase. You are only allowed to claim one price match per item.

Purchase Type *

☐ Walk In

☐ Online

Our Store Outlet *

-Select-

Purchase from which outlet?

Date Of Purchase *

dd-MMM-yyyy

Purchase date.

Purchase Amount *

in SGD

Purchase Payment Type *

☐ Sales Order

☐ Cashbill

☐ Invoice

Sales Order / Cashbill / Invoice
Number. *

Purchase receipt number. Example: PCDC 0988

Credit Note Number *

Example: PCDCN 0988

2. Customer Particulars & Refund Information

Customer's Particulars

Fill in customer information

Customer Name *
FULL NAME

Contact No *

Email *
For auto email notification to customer

Refund Information

Type Of Refund *

Requested Refund Amount *
in SGD

Reason Of Refund *
Tell us why request for refund

Payee's Name for Refund *
Name as per bank account

Refund Payment Mode * ☒ Paynow ☐ Bank Transfer ☐ Cheque
Encourage to use Paynow / Bank Transfer mode. Avoid refund by cheque as far as you can

Prepare / Raised by *
Staff's Name

3. PC Dreams Peace of Mind Purchase Policy



PC Dreams Peace of Mind Purchase Policy

PC Dreams Sales Group - Laptop Factory Outlet & PC Dreams Outlet (PCD) promises you a peace of mind for your purchases for 14 days, subject to prevailing terms and conditions.

1) LOWEST PRICE GUARANTEE

In rare instances where you find a lower price at our competitors after you have purchased the item from PCD, you will be refunded the price difference if you bring it back to us within 14 days.

2) PRICE DROP PROTECTION

At times, you may find that a product is being offered at a very special price at one of our stores but not the others, or that the price for a product you purchased has dropped at our stores thereafter. This is due to ongoing store-specific promotions or clearance sales. In such instances, we will price protect you if your purchase is made within 14 days of the price drop.

3) 14 DAYS EXCHANGE PROGRAM

In rare cases that you receive a Lemon or defective hardware, we promise that you can exchange the item with us within 14 days from the date of purchase. You may exchange the item for any of the following reason:

- You received the wrong item in your package.
- You received products that are defective, hardware failed or damaged upon arrival.

Please note that softwares are not applicable under our 14 Days Exchange program due to copyright and licensing restrictions. In such cases, we are not able to assist the Customer obtain another working copy.

4. FAQ

FAQ

Must the product be exactly the same?

Yes, we will price match or refund the price difference on a "like-for-like" basis for the same product brand origin, model and grading condition, including prevailing tax (GST, warranty coverage, through the same payment method as well as mode of delivery.

Who are considered your competitors?

Courts, Best Denki, Challenger, Gain City, Harvey Norman and Mega Discount Store.

How do I request for a price match from PCD?

Customers can visit the store of your purchase or Whatsapp to our customer service hotline 63333343 within 14 days from the date of purchase. In your communications, please highlight the lower price in effect that you want us to price match.

How do I show "proof" of price?

Please provide a picture of the competitor's price tag, advertisement or catalogue to facilitate the price match. PCD will review and verify the price match request. In some situations, we may call up the competitors to confirm the price.

How long do I have to wait to get a refund?

If you visit any of our physical stores, we will be able to process the claim in the same visit. Refund will be made valid cheque mail to your stipulated address.

What if the competitor does not have the item in stock or has limited quantities of the product?

Sometimes a listed competitor will advertise a product with limited quantities for a special price or the item may even be out of stock. In these scenarios, the item will not be eligible for a price match or a refund of the price difference.

Does PCD price match "free gift with purchase" offers?

No. PCD does not price match "free gift with purchase" offers as they are not exactly "like-for-like".

Does PCD price match offers with financing?

No. PCD does not price match when the competitors' price is only applicable when using the competitors' credit cards or any other financing offers.

Does PCD match competitors' trade-in value and offers on trade-in products?

No. PCD does not match our competitors' trade-in values and offers on trade-in products.

How will the difference in price be refunded to me?

The difference will be refunded via cheque or the same mode of payment used for the original purchase. You are only allowed to claim one price match per item.

How do I qualify for an Exchange?

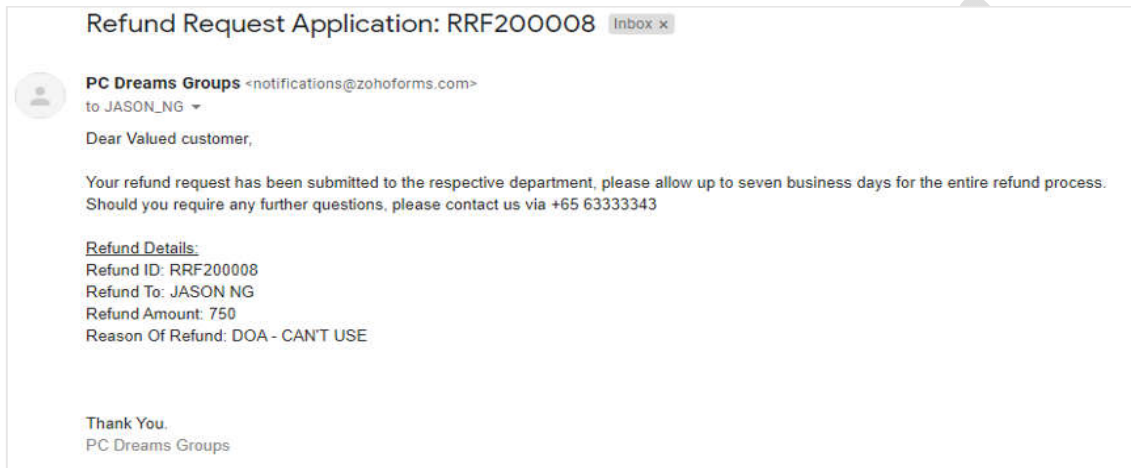
Exchange must be done within 14 days starting from the date of purchase. You received the wrong item in your package or you received products that are defective, hardware failed or damaged upon arrival. The returned goods must be in original received condition with all original accessories.

- The latest PC Dreams Price Guarantee takes effect from 1 Jan 2020
- PCD reserves the right to amend any terms and conditions without prior notice.

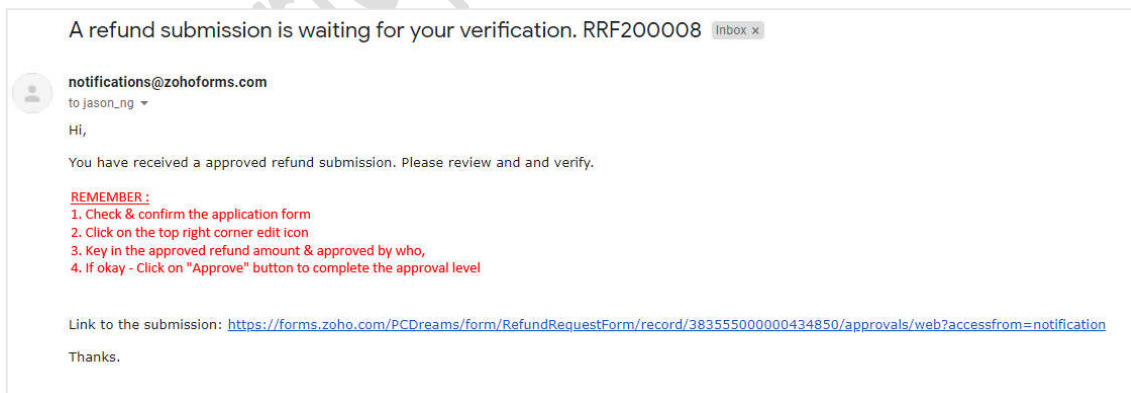


Email Notification

Once application form submitted, customer will receive the email notification:



And managers will also receive the email notification for approval:



Layer of Completion

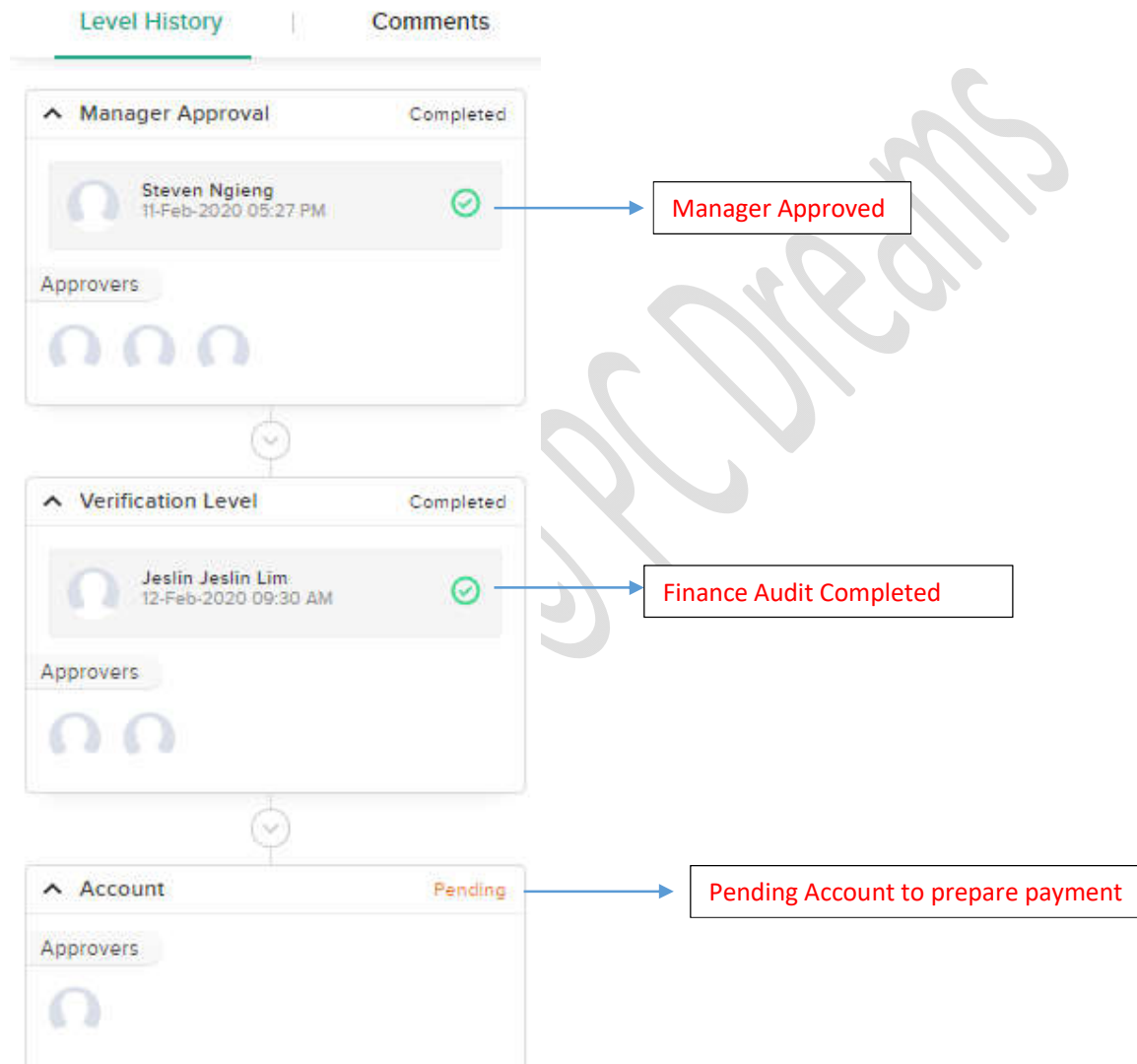
Refund ID:	RRF200008
Refund Request Date	07-Feb-2020 03:46 PM
Purchase Type	Walk In
Payment Mode (Online only)	
Purchase Payment Mode	Cash
Our Store Outlet	Digital Hospital #03-25
Date Of Purchase	01-Feb-2020
Purchase Amount	750
Payment Type	Cashbill
Sales Order / Cashbill / Invoice Number.	LGHC 0234
Credit Note Number	LGHNC 0564
Customer Name	JASON NG
Contact No	98754125
Email	JASON_NG@PCDREAMS.COM.SG
Type Of Refund	FULL REFUND
Requested Refund Amount	750
Reason Of Refund	DOA - CAN'T USE
Refund Payment Mode	Bank Transfer
Paynow Registered ID	
Payee's Bank Name	UOB
Payee's Bank Account No	3964444444
Payee's Name On Refund Cheque	
Type Of Collection	
Address	
Prepare / Raised by	Darick Tan

Approved Refund Amount	750	
Approved By	STEVEN NGIENG	Manager
Verified By	Update here	Finance
Payment Processed By	Update here	Account
Form Approval Status	Pending	

Application Approval Status

Example:

Manager Approved → Finance Verification done → Pending for Account to prepare cheque



Click here to check the Refund Status  [Refund Status](#)

Password: [pcdg#1234](#) (*same password to check Refund Status*)

Payment



1. Payment: 7 days after the submission
2. Payment Mode: Paynow / TT Bank Transfer