AUTHORED CASE / NOT A LIVE HELP DESK

A question with one missing fact

DEMO-SUPPORT-01 / evaluated 12 October 2026

TURN 1 / CUSTOMER

Can I return an unopened item?

MANUAL EXPECTED FOLLOW-UP

When did you purchase the item?

STOP: purchase date not supplied

TURN 2 / CUSTOMER

I purchased it on 30 September 2026. It is still unopened.

DATE CHECK

30 Sep 2026 → 12 Oct 2026 = 12 days

POLICY CONDITIONS SUPPORTED

Unopened + 12 days inside the 30-day window.

PROPOSED / awaiting application confirmation

No return reference. No execution result.

Customer authorization has not been performed.

Manual targets, not model output. No return or refund executed.