# How to create or update the general business policy

The general policy is the location-wide fallback policy. It can appear on supported receipts even when a sale does not include a product with its own item-specific policy.

## Write the policy

1. Open **Settings > General**.
2. Find **Policy & Currency**.
3. Enter the general policy in the Policy field.
4. Use plain language customers can understand.
5. Review return periods, warranty language, deposits, exchanges, and other terms that apply to the business.
6. Save the General settings.

## Keep the policy useful

- Do not copy a product-specific warranty into the general policy unless it applies to every qualifying transaction.
- Keep important deadlines and exclusions easy to find.
- Review the policy whenever business practices or legal requirements change.
- Have appropriate legal or compliance guidance review the final wording when necessary.

---

Revision #1
Created 2026-09-13 02:49:57 UTC by Sunny
Updated 2026-09-13 02:49:58 UTC by Sunny