

# [BUSINESS NAME] RETURN POLICY

At [Business Name], customer satisfaction is our top priority. If you are not completely satisfied with your purchase, we're here to help. Please review our refund policy below.

## Eligibility for Refunds

To be eligible for a refund:

- The item must be unused and in the same condition that you received it.
- The item must be in the original packaging.
- You must have the receipt or proof of purchase.

## Return and Refund Process

1. **Initiate a Return:** Visit our store or contact our customer service team at [Your Contact Information] to initiate a return. For returns on online orders, please provide your order number, a description of the issue, and whether you are seeking a refund, replacement, or exchange.
2. **Return the Item:** Once your return request is approved, send the item back to us at [Your Return Address]. Please note, that customers are responsible for the cost of return shipping unless the item is damaged or incorrect. If returning in-store, bring the item with your proof of purchase.
3. **Inspection and Approval:** Upon receiving your return, we will inspect the item and notify you of the approval or rejection of your refund.
4. **Processing Time:** If approved, your refund will be processed within [X] business days. The refund will be applied to your original method of payment. Depending on your payment method and bank, funds may take additional time to appear in your account.

## Types of Refunds

1. **Full Refunds:** Items returned within [X] days of purchase in original condition.
2. **Partial Refunds:** Items that are returned after [X] days, show signs of use or are not in original packaging.
3. **Store Credit:** Offered in cases where the customer prefers to use the refund for future purchases.
4. **No Refunds:** Items on final sale, customized orders, or perishable goods.

## Non-Refundable Items

The following items are not eligible for refunds:

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## Exchanges

If you need to exchange an item for the same product, contact us at [Your Contact Information]. Exchanges are subject to product availability.

## Product Warranties and Exclusions

Certain products may come with manufacturer warranties. Please refer to the warranty information provided with the product or contact us for more details.

## Refund Timeline

- **Standard Items:** Must be returned within [X] days of purchase.
- **Sale Items:** Must be returned within [Y] days of purchase.

## Restocking Fees (Optional)

A restocking fee of [X]% may apply for certain returns, depending on the condition of the item and the nature of the return.

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## International Returns

For international returns, please contact our customer service team for specific instructions. Note that return shipping costs for international orders are the responsibility of the custom

## Issuing Refunds

Refunds will be issued in the original form of payment. A store credit may be issued if the original form of payment is not available.

- **Credit/Debit Card:** Refunds will be applied to your card.
- **Cash Purchases:** Refunds will be given in cash or store credit.
- **Gift Cards:** Refunds will be issued as store credit.

## Contact Us

If you have any questions about our refund policy, please contact us:

- **Email:** [Your Email Address]
- **Phone:** [Your Phone Number]
- **Address:** [Your Business Address]

Thank you for shopping at [Your Business Name]!

