

[BUSINESS NAME] REFUND 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 and ask any member of our customer service team 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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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]!

