

[YOUR BUSINESS NAME]'S RETURN POLICY

Overview

At [Your Business Name], we take pride in our products and want our customers to be completely satisfied with their purchases. If you are not, please read through our return policy to understand how returns and exchanges are handled.

1. Eligibility

Most items purchased directly from [Your Business Name] can be returned or exchanged. However, items must be unused and returned in the condition in which you purchased them to be eligible.

2. Timeframe

Please initiate returns or exchanges within [X days/weeks] from the purchase date. Ensure you have your receipt or proof of purchase available.

3. How to return an item

In-store purchases can be returned in-store with your receipt.

For online purchases, please follow these steps:

- Complete the return form on our website [website link] or contact customer service at [contact information].
- Securely pack the item with the completed return form included.
- Please note: customers are responsible for return shipping fees unless the return is due to our error.

4. Refunds

Refunds will be issued to the original form of payment. Please allow **[X days/weeks]** for the refund to process after we receive the returned item.

5. Exchanges

You may exchange items for products of equal or lesser value. If the new item costs less, you'll receive a refund for the difference.

To initiate an exchange, please follow these steps:

- **In-store purchases:** Bring the item and your original receipt to any of our store locations. Our staff will assist you with the exchange process.
- **Online orders:** Contact our customer service team at **[contact information]** to request an exchange. Fill out the exchange form included with your order and ship the item back to us. Once we receive the item, we will process your exchange and send out the replacement. Customers are responsible for return shipping unless the return is due to our error.

6. Non-returnable items

Unfortunately, some of our items are not eligible for returns or refunds, this includes:

[Include non-refundable items here]

7. Restocking fees

Please be advised that a restocking fee of [X%] may apply to returns of non-defective items.

8. Damaged or defective items

If you receive a damaged or defective item, contact us immediately for assistance. We will replace the item or issue a full refund, including return shipping costs.

9. Missing items

Please report any missing items from your order within [X days/weeks] of delivery, and we will promptly resolve the issue

10. Contact us

At [Your Business Name], we are committed to resolving any disagreements regarding refunds or returns swiftly and fairly. If you have any questions or are unsatisfied with your refund or return, please contact our customer service team [days and hours of operation. E.g: Monday through Friday, 9am-5pm] at [contact information].

11. Policy updates

We may update our return policy periodically. Please visit our website for the most current version.

Thank you for shopping at [your business name]! We hope to see you again soon.