

Return & Refund Policy

Template for [Your Company Name]

1. Overview

Thank you for shopping with [Your Company Name]. We want you to be completely satisfied with your purchase. If you are not satisfied, you may return eligible items within [30/60/90] days of delivery for a full refund, exchange, or store credit, subject to the terms outlined below.

2. Return Eligibility

To be eligible for a return, items must:

- Be within [30/60/90] days of the delivery date
- Be in original, unused condition with all tags and packaging intact
- Include the original receipt or proof of purchase
- Not be a non-returnable item (see Section 5)

Items that show signs of use, damage not caused by shipping, or missing original packaging may be subject to a restocking fee or may not be accepted for return.

3. Refund Process

Once your return is received and inspected, we will notify you of the status of your refund:

- **Approved Refunds:** Refunds will be processed to your original payment method within [5-10] business days.
- **Credit Card Refunds:** Please allow an additional [3-5] business days for the refund to appear on your statement.
- **Store Credit:** If you prefer store credit, it will be issued immediately upon approval and will not expire.
- **Partial Refunds:** In certain situations, we may issue a partial refund (e.g., items returned after the standard window, items not in original condition).

4. Exchanges

If you would like to exchange an item for a different size, color, or product:

- Contact us at [returns@yourcompany.com] within [30/60/90] days of delivery
- We will provide instructions for returning the original item
- The replacement item will be shipped once we receive the returned item
- If the replacement item is a different price, we will charge or refund the difference

For the fastest exchange, we recommend returning the original item for a refund and placing a new order for the desired item.

5. Non-Returnable Items

The following items cannot be returned or exchanged:

- Gift cards and downloadable software
- Perishable goods (food, flowers, etc.)
- Personal care items (opened cosmetics, hygiene products)
- Custom or personalized orders
- Items marked as "Final Sale" or "Non-Returnable"
- [Hazardous materials]
- [Intimate apparel]

Digital products and subscriptions are non-refundable once accessed or activated, unless required by applicable law.

6. Return Shipping

- Customer-Initiated Returns: The customer is responsible for return shipping costs unless the item is defective or we made an error.
- Defective/Incorrect Items: We will provide a prepaid return shipping label at no cost to you.
- Shipping costs are non-refundable. If you received free shipping on your original order, the actual shipping cost may be deducted from your refund.

We recommend using a trackable shipping service and purchasing shipping insurance for returns, as we cannot guarantee receipt of your returned item.

7. Defective or Damaged Items

If you receive a defective, damaged, or incorrect item:

- Contact us within [48 hours / 7 days] of delivery at [returns@yourcompany.com]
- Include photos of the damage or defect and your order number
- We will provide a prepaid return label and ship a replacement or issue a full refund at your choice
- You do not need to return the defective item in some cases (we will let you know)

8. International Returns

For international orders:

- Returns must be shipped within [30/60/90] days of delivery
- Customers are responsible for return shipping costs and any customs duties or taxes

- Refunds will be processed in the original currency of purchase
- Shipping times for international returns may be longer

Please contact us before shipping an international return for specific instructions.

9. Holiday/Extended Returns

For purchases made during [November 1 to December 31], the return window is extended to [January 31] of the following year. All other return conditions still apply.

10. Marketplace and Third-Party Seller Returns

[If applicable] Our platform may include products sold by third-party sellers or marketplace vendors. Returns for items purchased from third-party sellers are subject to the following terms:

Third-Party Seller Return Policies:

- Items sold by third-party sellers may be subject to the seller's own return policy, which may differ from our standard return policy
- The seller's return policy will be displayed on the product listing page at the time of purchase. Please review it carefully before ordering
- [Your Company Name] is not responsible for the return policies of third-party sellers

How to Initiate a Marketplace Return:

- Navigate to your order history and select the item you wish to return
- The system will direct your return request to the appropriate seller
- The seller will respond within [2-5] business days with return instructions
- If you do not receive a response or the seller does not resolve your issue within [7] days, you may contact our customer support team at [returns@yourcompany.com] for assistance

Marketplace Buyer Protection:

- If a third-party seller fails to honor their stated return policy, [Your Company Name] may intervene under our Buyer Protection Program
- Buyer Protection covers items that are significantly not as described, defective, or never delivered
- Claims must be filed within [30] days of the delivery date (or expected delivery date for undelivered items)
- Refunds issued under Buyer Protection will be processed to your original payment method within [5-10] business days

[Your Company Name] reserves the right to remove any third-party seller from our marketplace who consistently fails to honor their return commitments.

11. Subscription Cancellation

[If applicable] If you have purchased a subscription or recurring service from [Your Company Name], the following cancellation terms apply:

How to Cancel Your Subscription:

- Log in to your account and navigate to [Account Settings > Subscriptions / Billing]
- Select the subscription you wish to cancel and click "Cancel Subscription"
- Alternatively, you may contact our support team at [support@yourcompany.com] or call [Your Phone Number]
- You will receive a confirmation email once your cancellation has been processed

Cancellation Timing and Access:

- You may cancel your subscription at any time during the billing cycle
- Upon cancellation, you will continue to have access to your subscription benefits until the end of the current billing period
- Your subscription will not renew after the current period ends
- No further charges will be made to your payment method after the cancellation is processed

Pro-Rating and Refunds:

- [Monthly subscriptions: No partial refunds are issued for the remaining days of the current billing period / Monthly subscriptions: A pro-rated refund will be issued for the unused portion of the current billing period]
- Annual subscriptions: If you cancel within [14/30] days of your annual renewal, you are eligible for a [full / pro-rated] refund. After this grace period, no refunds will be issued for the remainder of the annual term
- Free trial cancellations: If you cancel before the end of your free trial period, you will not be charged

Grace Period:

- New subscribers have a [7/14/30]-day grace period during which they may cancel for a full refund, regardless of usage
- Renewal charges: If you were charged for a renewal you did not intend, contact us within [48 hours / 7 days] of the charge for a full refund

Pausing a Subscription:

- [If applicable] Instead of canceling, you may pause your subscription for up to [1/3/6] months by visiting [Account Settings > Subscriptions > Pause]
- While paused, you will not be charged and your benefits will be temporarily suspended
- Your subscription will automatically resume at the end of the pause period

12. Contact Us

If you have any questions about returns, refunds, or exchanges, please contact us:

[Your Company Name]

Email: [returns@yourcompany.com]

Phone: [Your Phone Number]

Address: [Your Company Address]

Customer service hours: [Monday-Friday, 9AM-5PM EST]

Last Updated: [Date]