

Electronic Sales Return and Refund Policy

Company Name: _____

Effective Date: _____ / _____ / _____

Website/Platform URL: _____

1. Overview

This Return and Refund Policy governs the purchase of all digital products, software downloads, online services, and electronic goods purchased through _____. Because our products are digital and delivered instantly via electronic means, specific conditions apply to return and refund requests.

2. Refund Eligibility

Refunds for digital products are only granted under the following conditions:

- The digital product was not delivered or could not be downloaded due to a technical issue on the part of _____.
- The digital product files are corrupted, defective, or do not perform as described on the product detail page, and the technical support team is unable to resolve the issue within _____ business days of being notified.
- The refund request is submitted within _____ days of the original purchase date.

3. Non-Refundable Items

Except as required by applicable local consumer law, the following digital sales are strictly non-refundable:

- Products that have been successfully downloaded or accessed.
- Subscription services once the billing cycle has commenced, except for initial trial periods if explicitly stated.
- Gift cards, license keys, activation codes, or serial numbers that have been generated and displayed to the customer.
- Services that have already been rendered or completed.

4. Return and Refund Request Process

To initiate a return or refund request, the buyer must follow the procedure below:

1. Submit a written request to the Customer Support Department at _____.
2. Provide the original receipt, invoice, or transaction ID reference: _____.
3. Provide a detailed description and evidence of the technical issue or defect preventing successful utilization of the digital asset.

All approved refunds will be credited back to the original method of payment within _____ business days of approval.

5. Abuse of Policy

We reserve the right to refuse refunds to customers who demonstrate a pattern of policy abuse, including but not limited to repeated purchases followed by refund requests, or fraudulent chargeback claims.

By purchasing digital products from our platform, you acknowledge that you have read, understood, and agreed to be bound by the terms of this Electronic Sales Return and Refund Policy.

Authorized Representative Signature:

Date: _____ / _____ / _____

Customer Signature (if applicable):

Date: _____ / _____ / _____
