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# CUSTOMER PRODUCT REFUND & RETURN POLICY

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**Policy Effective Date:**

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**Document Version:**

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**Approved By:**

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## 1. POLICY OVERVIEW

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At \_\_\_\_\_, we value our customers and strive to provide a transparent and fair experience. This document outlines the terms, conditions, and procedures for returning products and obtaining refunds or exchanges.

## 2. RETURN WINDOW

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Customers have a period of \_\_\_\_\_ calendar days from the original date of purchase (or date of delivery for online orders) to request a return, exchange, or refund for eligible items.

## 3. ELIGIBILITY CRITERIA FOR RETURNS

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To be eligible for a return, refund, or exchange, the product must meet the following conditions:

- The item must be unused, unwashed, unaltered, and in the same condition as received.
- The product must be in its original, undamaged packaging, including all tags, labels, manuals, and accessories.
- A valid proof of purchase must be presented at the time of the request.

## 4. PROOF OF PURCHASE

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Acceptable forms of proof of purchase include:

- Original printed store receipt.
- Valid order number or digital invoice.
- Credit/debit card statement showing the specific transaction.

## 5. NON-RETURNABLE AND FINAL SALE ITEMS

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The following items are excluded from returns and refunds, unless they are defective or damaged upon arrival:

- Gift cards and digital vouchers.
- Personalized, customized, or made-to-order items.
- Perishable items, food, beverages, and cosmetics.
- Undergarments, swimwear, or personal hygiene products.
- Items marked explicitly as "Final Sale," "As-Is," or "Non-Returnable" at the time of purchase.

## 6. REFUND METHOD AND PROCESSING TIME

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Refunds will be processed back to the original method of payment used during the purchase. Standard processing timeframes are as follows:

- **Credit / Debit Card:** \_\_\_\_\_ business days.
- **Digital / Online Wallets:** \_\_\_\_\_ business days.
- **Store Credit / Gift Card:** Issued immediately upon return processing.
- **Cash:** Issued immediately (subject to store register cash limits; larger refunds may be processed via check/bank transfer within \_\_\_\_\_ days).

## 7. RETURN SHIPPING AND FEES

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- For in-store returns, there are no restocking or processing fees.
- For mail-in returns, the customer is responsible for return shipping costs unless the return is due to an error on our part (e.g., wrong item shipped, defective item).
- Original shipping charges are non-refundable.

## 8. DEFECTIVE, DAMAGED, OR INCORRECT ITEMS

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If an item is received damaged, defective, or incorrect, the customer must report the issue within \_\_\_\_\_ days of receipt. We will cover all return shipping costs and arrange a full refund or a replacement at no additional charge.

## 9. CONTACT INFORMATION

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For questions or assistance regarding returns, please contact customer support:

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Address:** \_\_\_\_\_

## AUTHORIZED POLICY ADOPTION & APPROVAL

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By signing below, the authorized representative adopts and enforces this policy on behalf of the company.

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
PRINT NAME & TITLE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
COMPANY ENTITY NAME