

# INTERSTATE SALES RETURN POLICY

Company Name: \_\_\_\_\_

Effective Date: \_\_\_\_\_

## 1. Scope of Policy

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This Return Policy applies exclusively to purchases made by customers located outside of the state of \_\_\_\_\_ (the State of Origin) but within the United States (Interstate Sales). This policy governs all transactions conducted online, over the phone, or via mail orders shipped across state lines.

## 2. Return Window

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Customers wishing to return an item must initiate the return process within \_\_\_\_\_ calendar days from the documented date of delivery by the carrier. Returns initiated after this period will not be accepted.

## 3. Conditions for Return

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

- The item must be in its original, unused, and unaltered condition.
- The item must be returned in its original packaging, including all tags, manuals, accessories, and documentation.
- Proof of purchase (invoice, receipt, or order confirmation) must accompany the return.

## 4. Non-Returnable Items

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The following categories of items are strictly non-returnable across state lines:

- Customized, personalized, or made-to-order goods.
- Perishable items, food, cosmetics, or personal care products.
- Hazardous materials, flammable liquids, or gases.
- Items marked as "Final Sale" or "As-Is" at the time of purchase.

## 5. Return Shipping and Handling

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- **Responsibility:** Except in cases of seller error or defective merchandise, the cost of return shipping is the sole responsibility of the \_\_\_\_\_.
- **Shipping Method:** It is highly recommended to use a trackable shipping service and purchase shipping insurance. We are not responsible for return shipments lost or damaged in transit.
- **Original Shipping Charges:** Original shipping charges are non-refundable.

## 6. Restocking Fee

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All eligible returns are subject to a restocking fee of \_\_\_\_\_ % of the original purchase price, which will be deducted from the final refund amount. This fee is waived if the return is a result of merchant error or a defective product.

## 7. State Taxes and Refunds

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Sales tax collected at the time of purchase will be refunded in accordance with applicable state tax laws. Refunded tax amounts will correspond to the tax rate of the destination state where the item was originally shipped.

## 8. Refund Processing

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Once the returned item is received and inspected, an email notification will be sent regarding the approval or rejection of the refund. Approved refunds will be processed and credited back to the original method of payment within \_\_\_\_\_ business days.

## 9. Return Address

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All authorized returns must be shipped to the following address:

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## 10. Contact Information

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For questions regarding interstate returns, please contact customer support:

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

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

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