

VIRTUAL PRODUCT RETURN POLICY

Company Name	
Document Reference	
Effective Date	
Last Updated	

1. SCOPE OF POLICY

This policy applies to all digital goods, virtual assets, software licenses, downloadable content (DLC), and software-as-a-service (SaaS) subscriptions purchased through the sales channels operated by the Company.

2. ELIGIBILITY FOR RETURN AND REFUND

Due to the intangible nature of virtual products, returns and refunds are generally restricted. However, customers may request a return, refund, or exchange under the following specific circumstances:

- The virtual product is proven to be completely non-functional or defective on compatible and supported systems.
- The incorrect virtual item or licensing tier was delivered due to a processing error originating from the seller.
- The product purchase constitutes an unauthorized transaction, subject to verification.
- A refund request is submitted within the established refund window of _____ days from the purchase date, provided the product has not been downloaded, activated, or streamed.

3. INELIGIBILITY CRITERIA

Return and refund requests will be automatically declined if any of the following conditions are met:

- The digital goods, software keys, or licenses have already been downloaded, decrypted, activated, or redeemed.
- The buyer purchased the virtual product due to a change of mind, lack of interest, or purchase error without verified technical issues.
- The buyer's hardware or operating system does not meet the minimum system requirements explicitly outlined on the product sales page.
- The request is made after the expiration of the _____-day refund window.
- The customer's account has been flagged for fraudulent activity, payment disputes, or terms of service violations.

4. SUBMISSION AND RETURN REQUEST PROCESS

To initiate a return or refund claim for a virtual product, customers must complete the following steps:

1. Submit a formal request to the customer support channel via: _____
2. Provide proof of purchase containing the Order ID, Transaction Date, and associated email address.
3. Provide verifiable documentation or technical evidence (e.g., error logs, screenshots, system specifications) demonstrating the issue preventing successful utilization of the digital asset.

5. EVALUATION AND VERIFICATION

All claims are subject to a thorough technical evaluation by the internal support team. The Company reserves the right to attempt resolution of any technical defects within _____ business days before issuing a final decision on a refund request. If the technical defect cannot be resolved, a full or partial refund will be approved.

6. LICENSE REVOCATION

Upon the approval of a refund or return of any virtual product, all associated licenses, access credentials, API keys, downloaded files, and digital rights granted to the customer shall be immediately revoked, deactivated, and terminated.

Authorized Representative Signature

Date

Printed Name and Title

Company Department