

# INTERSTATE CUSTOMER RETURN POLICY DOCUMENT

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| <b>Company Name</b>      | _____ |
| <b>Customer Name</b>     | _____ |
| <b>Order Number</b>      | _____ |
| <b>Purchase Date</b>     | _____ |
| <b>Origin State</b>      | _____ |
| <b>Destination State</b> | _____ |

## 1. SCOPE OF POLICY

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This policy governs all retail sales transactions shipped to customers residing outside the state of origin. By completing an out-of-state purchase, the customer agrees to the terms, conditions, and procedures outlined in this document.

## 2. RETURN ELIGIBILITY PERIOD

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Items purchased and shipped across state lines must be returned within \_\_\_\_\_ calendar days from the confirmed delivery date. Returns initiated after this specified period will not be accepted for refund or exchange.

## 3. CONDITIONS FOR RETURN

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To qualify for a return under the interstate sales policy, all returned merchandise must meet the following strict criteria:

1. The item must be in its original, unused, and unaltered condition.
2. All original packaging, documentation, warranty cards, tags, and accessories must be intact and included in the return shipment.
3. Products classified as custom, personalized, perishable, or hazardous materials are strictly non-returnable.

## 4. SHIPPING AND HANDLING COSTS

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Unless the product is deemed defective or the result of a shipping error by the seller, the customer is fully responsible for all costs associated with returning the item from the destination state. Shipping charges paid at the time of purchase are non-refundable.

Customers are strongly encouraged to utilize a trackable shipping service and purchase shipping insurance for the full value of the merchandise, as the company assumes no liability for items lost or damaged in transit back to our facility.

## 5. RETURN SHIPPING ADDRESS

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All approved out-of-state returns must be sent to the following designated fulfillment center:

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## 6. REFUND PROCESSING

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Once the return shipment is received at our facility, it will undergo a comprehensive inspection. Approved refunds will be processed back to the original method of payment within \_\_\_\_\_ business days. Store credit options may be made available upon request.

## 7. ACKNOWLEDGMENT AND AGREEMENT

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By signing below, the customer acknowledges that they have read, understood, and agreed to be bound by the terms of this Interstate Customer Return Policy.

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Customer Signature

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Date

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Authorized Representative Signature

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Date