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## Standard Retail Sales Refund & Return Policy

**Store Address:** \_\_\_\_\_  
**Contact Number:** \_\_\_\_\_ | **Email:** \_\_\_\_\_

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### 1. RETURN POLICY PERIOD

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Items purchased from \_\_\_\_\_ may be returned or exchanged within \_\_\_\_\_ days from the original date of purchase. To be eligible for a return, the original sales receipt, gift receipt, or proof of purchase must be presented at the time of the transaction.

### 2. CONDITION OF ITEMS

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To qualify for a full refund, exchange, or store credit, returned merchandise must meet the following criteria:

- Items must be in their original packaging, unused, unaltered, and undamaged.
- All original product tags, labels, accessories, and instruction manuals must be intact and attached.
- Any promotional items, gifts with purchase, or bundled products received with the original transaction must also be returned.

### 3. REFUND METHOD

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Refunds will be processed back to the original form of payment used during the purchase transaction:

- **Credit / Debit Card:** Refund will be issued to the same card. Processing times may vary depending on the financial institution.
- **Cash:** Refund will be given in cash. (Note: Cash refunds above \$ \_\_\_\_\_ may be issued via corporate check or store credit).
- **Gift Cards / Store Credit:** Returns of items purchased using store credit or gift cards will be refunded as store credit only.

### 4. NON-RETURNABLE & FINAL SALE ITEMS

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The following items are strictly non-returnable and non-refundable, except where required by law:

- Items marked as "Final Sale", "Clearance", or "As-Is".
- Customized, personalized, or altered merchandise.
- Perishable goods, intimate apparel, cosmetics, or personal care products once opened.
- Digital downloads, software, gift cards, or prepaid cards.

### 5. EXCHANGES

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Exchanges are subject to product availability. If the desired item is out of stock, a refund will be issued to the original form of payment, or store credit will be provided in accordance with this policy.

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For any questions or further clarifications regarding our return policy, please contact our customer support team or visit our customer service desk.

**POLICY EFFECTIVE  
DATE:**

\_\_\_\_\_

(DATE)

**AUTHORIZED  
REPRESENTATIVE:**

\_\_\_\_\_

(SIGNATURE & TITLE)