Shape

Description automatically generated with medium confidence

**[**Business name**]**’s Return & Refund Policy

Thank you for shopping at **[Business name]**. In the case that you are not entirely satisfied with your purchase, we would like to help.

To instigate the return, refund, or exchange process, follow the steps below.

**Returns**

You have **[30]** calendar days to return your purchase from the date of transaction.

For an eligible return the item must be in the same condition in which you received it- including all original packaging and with the tag intact. You must also have the receipt or proof of purchase.

We are unable to accept returns without the original packaging or proof of purchase.

**Refunds**

Upon returning the item, our staff will inspect the product to determine whether it is in a condition worthy of return and a refund. Once received, we will notify you of the state of your return and the status of its inspection.

If the item is approved for return, we will initiate the refund process. A refund will be credited to the original **[credit card/ payment method]** used for the purchase.

Your account will be credited within **[10]** days.

**Exchanges**

Should you wish to exchange your item for another product or store credit, the amount of the original purchase can be used for the exchange.

If the item being exchanged is of greater value than the original purchase, you will need to pay the difference. If the item being exchanged is of lesser value than the original purchase, the difference will be credited to your account.

**Shipping**

You are responsible for paying the shipping cost of all returns. These shipping costs are non-refundable. Should you receive a refund, the cost of the return shipping will be deducted from the total refund amount.

**Contact Us**

Should you need to contact **[business name]** directly, you can reach us at **[business phone number]** or visit our website **[business website]**. For in person help, please visit us at our store **[business address]**.