

RETURN & REFUND POLICY

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RETURN & REFUND POLICY

[STORE NAME] — Return & Refund Policy. Effective [DATE].

1. Return Window

Days after delivery to start a return (e.g., 30): _____

2. Condition Requirements

Required condition (unused, tags on, original packaging, etc.): _____

3. Return Shipping

- ☐ Customer pays return shipping
- ☐ We pay (free returns)
- ☐ We pay only for defective/wrong items

4. Refunds

Refund method (original payment): _____

Refund timing (e.g., within 5-10 business days of receipt): _____

Restocking fee, if any: _____

5. Exchanges

- ☐ Exchanges offered

How price differences are handled: _____

6. Non-Returnable Items

Final sale / gift cards / perishables / personalized / opened digital goods: _____

7. Digital / Subscription Items

Refundability and cancellation terms: _____

8. How to Start a Return

Exact steps / where to begin: _____

9. Damaged or Wrong Items

Your process when the fault is yours: _____

10. Contact

Support email / hours: _____

INSTRUCTIONS FOR USE

Complete the bracketed fields, delete anything that does not apply, sign where required, and keep with your records. This template is provided for informational purposes only and does not constitute legal advice. Laws vary by state and change over time. Have an attorney review your completed document before relying on it. ClearLegalTips.com is not a law firm.