

RETURN & REFUND POLICY

Effective Date: {Effective Date}

Last Updated: {Last Updated Date}

This Return & Refund Policy explains how {Company Name} ("we", "us", or "our") handles returns, refunds, and exchanges for purchases made through {Website URL} (the "Store"). By placing an order with us, you agree to the terms of this policy.

1. Overview

We want you to be satisfied with your purchase. This policy applies to orders placed directly through the Store. Purchases made through a third-party marketplace or reseller are governed by that platform's return policy, not this one. This is our voluntary return policy: where the law gives you a cancellation, refund, repair, or replacement right, those rights apply in addition to this policy and are not limited by it.

2. Return Window

Our voluntary return window is {Return Window} from the delivery date. Requests made after this window may be declined or offered store credit at our discretion. Where the law gives you a longer or mandatory cancellation period, that period applies instead.

Your rights in the United States. There is no general federal right to cancel an order or return goods for a change of mind, so this policy governs change-of-mind returns. Several states regulate how a refund policy must be displayed: for example, California (Civil Code §1723) and New York (General Business Law §218-a) require retailers to post their refund policy conspicuously, and a retailer that fails to do so may be required to accept returns for a refund within a set period (commonly 30 days). Your rights for faulty or misdescribed goods under state law and the Uniform Commercial Code are not affected by this policy.

3. Conditions for a Return

To be eligible for a return, items must be:

- (a) unused and in the same condition in which you received them;
- (b) in their original packaging, with any tags, labels, or seals intact; and
- (c) accompanied by proof of purchase, such as your order number or receipt.

We may refuse a return, or reduce the refund, for items returned used, damaged, or incomplete beyond what is reasonably necessary to inspect them.

4. Non-Returnable Items

Certain items are not eligible for return or refund, except where they are faulty or where the law requires otherwise. These typically include perishable goods, custom or personalized items, intimate or hygiene products once opened, and gift cards. Additional exclusions may apply depending on the product or service, but only where permitted by law.

5. How to Start a Return

To start a return, contact us at {Email Address} with your order number and the reason for the return. We will respond with return instructions and, where applicable, a return authorization. Please do not ship items back before receiving instructions, as unauthorized returns may not be processed or refunded.

6. Refunds

Once we receive and inspect your returned item, we will let you know whether your refund is approved. Approved refunds are issued to your original payment method within {Refund Processing Time} of approval, less any non-refundable amounts described in this policy. Original shipping charges are non-refundable, except where the return is due to our error or a faulty item, or where applicable law requires us to refund the original delivery charge.

7. Return Shipping

Unless the return is due to our error or a faulty item, you are responsible for return shipping costs, and those costs are non-refundable. We recommend using a trackable shipping method and keeping proof of postage, as we cannot be responsible for items lost in return transit.

8. Damaged, Defective, or Incorrect Items

If your item arrives damaged, defective, or not as described, contact us at {Email Address} with your order number and photos of the issue, ideally within {Return Window} of delivery so we can resolve it quickly. We will arrange a replacement, exchange, or full refund, including original and return shipping, at no cost to you. Your legal rights for faulty or misdescribed goods may last longer than our return window and are not limited by it.

9. Late or Missing Refunds

If you have not received an approved refund within {Refund Processing Time}, first check with your bank or card issuer, as posting times vary between providers. If you have done so and still have not received your refund, contact us at {Email Address} and we will investigate.

10. Changes to This Policy

We may update this Return & Refund Policy from time to time. The version that applies to your order is the one published at the time you placed it. We will post any changes on this page and update the "Last Updated" date above.

11. Contact Us

If you have questions about a return, refund, or exchange, contact us at:

{Company Name}

{Return Address}

Email: {Email Address}