

Order Cancellation Policy

This policy outlines the rules and procedures for canceling an order placed on [Your Website URL].

1. General Cancellation Conditions

Due to the automated nature of order processing and fulfillment, the ability to cancel an order depends on its current status:

1.1 Immediate Cancellation (Recommended)

- **Status: Order Processing / Unfulfilled.**
- **Timeframe:** You may cancel your order for a full refund if the request is received **before** the order has been transferred to our fulfillment center or shipping carrier.
- **Procedure:** To request an immediate cancellation, please contact us immediately at [Your Customer Support Email] with the subject line "URGENT CANCELLATION REQUEST - Order # [Your Order Number]". We will confirm if the cancellation is possible based on the order status at the time of your request.

1.2 Cancellation After Processing

- **Status: Order Shipped / Fulfilled.**
- **Condition:** Once an order has been shipped, it **cannot be canceled**.
- **Resolution:** If you wish to cancel an order that has already shipped, you must follow the procedures outlined in our **Refund, Return, and Dispute Policy**. This will require you to receive the item and then initiate a standard return request.

2. Exceptions and Special Items

The following items are generally not eligible for cancellation once the order is placed, regardless of shipping status:

- **Custom or Personalized Products:** Orders for items that are custom-made, personalized, or produced specifically for your order begin manufacturing immediately and are non-cancellable after **[Number] hours** (e.g., 2 hours) of placement.
- **Digital Products:** Downloadable software, e-books, and gift cards are considered fulfilled immediately upon payment confirmation and are non-cancellable and non-refundable.
- **Pre-order Items:** If a pre-order item requires a non-refundable deposit or has a specific cancellation deadline, those terms will be clearly stated on the product page at the time of purchase.

3. Refund for Canceled Orders

- If your order is successfully canceled before shipment (Section 1.1), the full purchase amount, including any original shipping charges, will be refunded to your original method

of payment.

- Refunds for canceled orders will be processed within **[Number] business days** (e.g., 5-7 business days). You will receive an email confirmation once the refund has been initiated.

4. Cancellation by [Your Company Name]

We reserve the right to cancel any order for reasons including, but not limited to, the following:

- Product unavailability or discontinuation.
- Errors in pricing or product description.
- Issues identified by our credit and fraud prevention department.
- Failure to meet shipping address verification standards.

In the event that we cancel your order, we will notify you immediately and issue a full refund to your original method of payment.