

# Refund, Return, and Dispute Policy

This policy outlines the terms and conditions for refunds, returns, and the resolution of disputes related to purchases made through our e-commerce platform.

## 1. Scope and Eligibility

This policy applies to all products sold directly by [Your Company Name] via our website, [Your Website URL]. To be eligible for a return or refund, the following general conditions must be met:

- The item must be unused, unwashed, and in the same condition that you received it.
- The item must be in its original packaging with all original tags attached.
- The return or refund request must be initiated within **[Number] days** (e.g., 30 days) of the delivery date.
- A valid proof of purchase (order number, receipt, or transaction record) is required.

**Non-Returnable Items:** Certain items are exempt from being returned or refunded, including:

- Gift cards.
- Perishable goods (e.g., food, flowers, newspapers).
- Downloadable software products.
- Intimate or sanitary goods, hazardous materials, or flammable liquids/gases.
- Custom or personalized items, unless defective or damaged upon arrival.

## 2. Returns Process

### 2.1 Initiating a Return

To initiate a return, please follow these steps:

1. Contact our Customer Support team at [Your Customer Support Email] or through the designated return portal on our website.
2. Provide your order number and the reason for the return.
3. If eligible, you will receive a Return Merchandise Authorization (RMA) number and detailed instructions on how and where to send your package.

### 2.2 Shipping Returns

- You will be responsible for paying your own shipping costs for returning your item unless the return is due to our error (e.g., incorrect or defective product).
- Shipping costs are non-refundable. If you receive a refund, the cost of original shipping may be deducted from your refund.
- We strongly recommend using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

## 3. Refunds and Exchanges

## 3.1 Standard Refunds

Once your return is received and inspected, we will send you an email notification regarding the approval or rejection of your refund.

- If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within **[Number] business days** (e.g., 7-10 business days).
- If the refund is delayed, first check your bank account. Then contact your credit card company, as it may take some time before your refund is officially posted. If you've done all of this and still have not received your refund, please contact us.

## 3.2 Exchanges

We only replace items if they are defective or damaged. If you need to exchange an item for the same product, send us an email at [Your Customer Support Email] and follow the instructions provided.

# 4. Disputes and Chargebacks

## 4.1 Dispute Resolution

If you are dissatisfied with a product or service, we encourage you to contact us immediately at [Your Customer Support Email] to resolve the issue amicably before initiating a formal dispute with your bank or payment processor.

We commit to responding to all dispute inquiries within **[Number] business days** (e.g., 2-3 business days) and working in good faith to find a mutually acceptable resolution, which may include repair, replacement, refund, or credit.

## 4.2 Handling of Chargebacks

If a customer initiates a chargeback before attempting to resolve the issue with us, or while a good-faith resolution is underway, we reserve the right to:

- Contest the chargeback with the payment processor, providing all relevant documentation (proof of delivery, communication logs, compliance with our return policy).
- Refuse future transactions from the customer's account.

# 5. Damaged or Incorrect Items

If you receive a damaged, defective, or incorrect item, you must notify us within **[Number] days** (e.g., 7 days) of the delivery date. We will cover the cost of return shipping and, upon verification, offer a full refund or send a replacement item at no additional charge.