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# RETURN POLICY

Last updated [\[Date\]](#)

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for [\[a full refund\]](#), [\[store credit\]](#), or [\[and exchange\]](#). Please see below for more information on our return policy.

This template was created using Termly's [Return Policy Generator](#).

## RETURNS

All returns must be postmarked within [\[#\]](#) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

## RETURN PROCESS

To return an item, [\[please email customer service at \[Email Address\] to obtain a Return Merchandise Authorization \(RMA\) number. After receiving a RMA number,\]](#) place the item securely in its original packaging and [\[include your proof of purchase / the return form provided / other\]](#), and mail your return to the following address:

[\[Company Name\]](#)

Attn: Returns

[\[RMA #\]](#)

[\[Street Address\]](#)

[\[City, State ZIP Code\]](#)

[Country]

[Return shipping charges will be paid or reimbursed by us. / Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return. / You may also use the prepaid shipping label enclosed with your package. Return shipping charges will be paid or reimbursed by us. / Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return. You may also use the prepaid shipping label enclosed with your package. If you use the prepaid shipping label, \$[Dollar Amount] will be deducted from your return to cover shipping charges.]

## REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return [or exchange]. Please allow at least [#] days from the receipt of your item to process your return [or exchange]. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

## EXCEPTIONS

The following items cannot be returned [or exchanged]:

- [Item]
- [Item]
- [Item]

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

## Please Note

- A \$[Dollar Amount] restocking fee will be charged for all returns in excess of \$[Dollar Amount].

- Sale items are FINAL SALE and cannot be returned.
- [\[Other\]](#)

## QUESTIONS

If you have any questions concerning our return policy, please contact us at:

[\[Phone Number\]](#)

[\[Email Address\]](#)