

Refund and Returns Policy

WEBSITE TEMPLATE

Last updated: [EFFECTIVE DATE]

This Refund Policy explains how [COMPANY NAME] handles returns, refunds, exchanges and cancellations for orders placed through [WEBSITE URL]. It applies to all orders confirmed on or after [EFFECTIVE DATE].

Read this policy together with our terms of sale. By placing an order you accept the return conditions and timescales set out below. Where a product page states different return terms for a specific item, the terms on that page apply to that item.

This policy describes our commercial returns process. It does not replace the consumer rights you hold under the law of [COUNTRY/STATE] or of your country of residence.

Contents

1. Scope Of This Policy.....	2
2. Return Window.....	2
3. Condition Of Returned Items.....	2
4. Items We Cannot Accept.....	2
5. How To Start A Return.....	3
6. Return Shipping Costs.....	3
7. Refunds And Timing.....	3
8. Exchanges And Cancellations.....	3
9. Damaged Or Faulty Items.....	4
10. How To Contact Us.....	4

How to use this template

1. Replace every [PLACEHOLDER] with your own details. Use Find and Replace in Word to catch them all.
2. Delete any section that does not apply to your business, and renumber the headings that follow.
3. Have the finished document reviewed by a qualified lawyer in [COUNTRY/STATE] before you publish it.

1. Scope Of This Policy

This policy covers goods and digital products sold directly by [COMPANY NAME] on [WEBSITE URL] and paid for in [CURRENCY]. It covers physical items shipped to you and digital items delivered by download or access link.

Items bought from a reseller, a marketplace listing or a retail partner are handled under that seller's own refund policy. Contact the seller you paid, because we cannot refund an order we did not process.

Gifts and orders paid for by a third party are refunded to the payment method used for the original purchase, not to the recipient of the goods.

2. Return Window

You may request a return within [NUMBER] days of the delivery date. The window starts on the day you or your nominated recipient receives the goods. For an order delivered in several shipments, the window starts on the day the final item arrives.

Requests made after the window closes may be declined. Where we accept a late request, we may offer store credit or an exchange instead of a cash refund.

Consumers in the European Union and the United Kingdom have a statutory right to withdraw from most distance purchases within 14 days of delivery without giving a reason. That right applies in addition to the return window above.

3. Condition Of Returned Items

Returned goods must be unused and in the condition you received them, with all original packaging, tags, manuals, cables and free gifts included. We check every return against the conditions below before approving a refund.

You may handle an item as you would in a shop to check its nature and function. If the value of the item is reduced by handling beyond that, we may reduce your refund to reflect the loss in value.

- The item is unworn, unwashed and free from marks, odours and pet hair.
- Protective seals, security tags and shrink wrap are intact where the item was supplied sealed.
- All accessories, chargers, manuals and promotional items are returned with the product.
- The original product box is included and has not been used as the outer shipping carton.
- Proof of purchase, such as the order number or receipt, is supplied with the return.

4. Items We Cannot Accept

Some products cannot be returned once supplied. Unless the item is faulty or was sent in error, we do not accept returns of the following.

- Perishable goods, food, drink and fresh flowers.
- Items made to your specification or personalised with your details.
- Sealed health, hygiene or cosmetic products once the seal is broken.
- Digital downloads and licence keys once the file has been accessed or the key revealed.

- Gift cards, vouchers and prepaid service credit.
- Items clearly marked as final sale or clearance at the time of purchase.

5. How To Start A Return

Email [CONTACT EMAIL] with your order number, the items you want to return and the reason for the return. You can also open a request through [SUPPORT URL].

We will confirm whether the item qualifies and send you a return authorisation number and the correct return address. Send goods to [POSTAL ADDRESS] only when we have asked you to.

Write the authorisation number on the outside of the parcel. Returns that arrive without an authorisation may be delayed, refused, or sent back to you at your cost.

6. Return Shipping Costs

You pay the cost of returning an item that you no longer want, that does not fit, or that you ordered by mistake. We pay return postage when the item is faulty, damaged in transit, or different from what you ordered.

Use a tracked service and keep proof of postage. The goods remain your responsibility until they reach us, and we cannot refund a parcel lost on its way back without evidence of despatch.

Where we refund the original outbound delivery charge, we refund it at our standard delivery rate. Any extra you paid for express or timed delivery is not refunded.

7. Refunds And Timing

Once we receive and inspect the returned goods, we will tell you whether the refund is approved. Approved refunds are issued within [NUMBER] days to the original payment method.

Your bank or card issuer may take a further five to ten business days to post the funds to your account. That part of the process is outside our control.

Refunds are made in [CURRENCY] for the amount charged. We do not cover exchange rate movements, card issuer fees or bank charges applied to the transaction.

We may deduct the value of missing parts, missing packaging, or damage caused after delivery. We will tell you the amount of any deduction before the refund is processed.

8. Exchanges And Cancellations

We exchange items subject to stock. The fastest route is usually to return the original item for a refund and place a new order for the item you want, which avoids a wait while stock is checked.

You may cancel an order at any time before it is despatched. Contact us as soon as possible with your order number. If the parcel has not left our warehouse we will cancel it and refund the full amount, including delivery.

If the order has already been despatched, the cancellation is handled as a return. Wait for the delivery to arrive, then start a return using the process in section 5.

9. Damaged Or Faulty Items

Check your delivery on arrival. Report damage, missing items or a fault to [CONTACT EMAIL] within [NUMBER] days of delivery, and include photographs of the item and of the outer packaging.

Where goods are faulty, not as described, or unfit for their normal purpose, we will arrange a repair, a replacement or a refund. We cover return postage in these cases and do not apply a restocking charge.

Nothing in this policy limits the statutory remedies available to you as a consumer under the law of [COUNTRY/STATE] or of your country of residence.

10. How To Contact Us

Send refund and return questions to [CONTACT EMAIL] or use the contact form at [SUPPORT URL]. Include your order number in every message so we can locate the purchase quickly.

Written correspondence can be sent to [COMPANY NAME], [POSTAL ADDRESS]. We aim to answer refund and return requests within [NUMBER] business days.

Before you publish

Replace every placeholder in square brackets with your own details before you publish this policy, and delete any clause that does not match how you sell. Return windows, withdrawal rights and remedies for faulty goods vary by country. Ask a qualified lawyer in [COUNTRY/STATE] to review the final text before you rely on it.



Free template provided by PrivacyTerms.io. Drafting legal documents since 2013.

[Need a version written around your business? Build a tailored document in minutes at privacyterms.io](https://privacyterms.io)