

RETURN AND REFUND POLICY

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This Return and Refund Policy (this "**Policy**") is published as of [EFFECTIVE DATE] by:

[COMPANY LEGAL NAME], a [STATE] [ENTITY TYPE, e.g. limited liability company] with its principal place of business at [COMPANY ADDRESS] ("**Company**," "**we**," "**us**," or "**our**"), and applies to purchases made by customers ("**you**" or "**Customer**") through [STORE NAME / WEBSITE / LOCATIONS].

Recitals. We want you to be satisfied with your purchase. This Policy explains when you may return a product, how refunds and exchanges work, and the conditions and time limits that apply. This Policy is part of the terms governing your purchase. Your rights under this Policy are in addition to any rights you have under applicable consumer-protection law, which this Policy does not limit.

1. Scope

1.1 Covered purchases. This Policy applies to products purchased directly from Company through the channels listed above. It does not apply to products bought from third-party retailers, whose own policies govern those purchases.

1.2 Definitions. "**Return**" means sending an eligible product back to us for a refund or exchange. "**Refund**" means returning the purchase price to your original payment method. "**Store credit**" means credit issued for future purchases in place of a cash refund.

1.3 Order of precedence. Where applicable consumer-protection law gives you greater rights than this Policy, that law controls.

2. Return Eligibility

2.1 Time limit. You may return an eligible product within [NUMBER, e.g. 30] days of [the delivery date / the purchase date], subject to the conditions in Section 2.2.

2.2 Condition. To be eligible, the product must be (a) unused or in the same condition you received it; (b) in its original packaging where practicable; and (c) accompanied by proof of purchase such as a receipt or order number.

2.3 Non-returnable items. The following are not eligible for return except where required by law: [e.g. perishable goods, custom or personalized items, intimate or hygiene products once opened, digital downloads, gift cards, final-sale items].

2.4 Final sale. Items marked "final sale" or "as is" at the time of purchase may not be returned except for a defect or as required by law.

3. How to Make a Return

3.1 Start a return. To start a return, contact us at [RETURNS EMAIL / PHONE / URL] or visit [LOCATION] with your proof of purchase. We will provide return instructions and, where applicable, a return authorization or shipping label.

3.2 Return shipping. Unless the return is due to our error or a defective product, [you are responsible for return shipping costs / we provide a prepaid label]. Original shipping charges are [non-refundable / refundable].

3.3 Risk in transit. Until we receive the returned product, it remains your responsibility. We recommend using a trackable method for returns by mail.

4. Refunds

4.1 Inspection. After we receive your return, we will inspect it and notify you whether your refund is approved within [NUMBER, e.g. 5] business days.

4.2 Refund method. Approved refunds are issued to your original payment method. Depending on your payment provider, it may take additional days for the refund to appear.

4.3 Refund amount. Approved refunds cover the purchase price of the returned product. [State whether taxes, shipping, and any restocking fee are included or deducted.] Any restocking fee must comply with applicable law and be disclosed before purchase.

4.4 Partial refunds. We may issue a partial refund for items returned not in their original condition, damaged through no fault of ours, or missing parts, to the extent permitted by law.

5. Exchanges

5.1 Eligibility. Eligible products may be exchanged within the return window for a different size, color, or comparable item, subject to availability.

5.2 Price difference. If the exchanged item costs more, you pay the difference; if it costs less, we refund or credit the difference per Section 4.

5.3 Defective or wrong items. If you received a defective, damaged, or incorrect item, we will replace it or refund it at no additional cost to you, including return shipping.

6. Damaged, Defective, or Incorrect Items

6.1 Report promptly. Please inspect your order on delivery and contact us within [NUMBER, e.g. 7] days if a product is damaged, defective, or not what you ordered.

6.2 Remedy. For valid claims, we will, at your option and to the extent required by law, replace the item, issue a refund, or provide store credit, and we will cover the cost of return shipping for our error.

6.3 Warranty. Some products carry a separate manufacturer or product warranty. This Policy does not replace those warranty rights, which may extend beyond the return window.

7. Store Credit and Gift Returns

7.1 Store credit. Where we offer store credit in place of a refund, it is issued in your name, does not expire except as allowed by law, and may not be redeemed for cash except where required by law.

7.2 Gift returns. Items received as a gift may be returned for store credit or exchange with proof of purchase. Refunds for gifts are issued to the original purchaser's payment method unless otherwise required by law.

8. General Provisions

8.1 **Consumer rights preserved.** Nothing in this Policy excludes or limits any right you have under applicable consumer-protection law. Where any term conflicts with such law, that law controls and the remaining terms stay in effect.

8.2 **Changes to this Policy.** We may update this Policy from time to time. The version in effect at the time of your purchase governs that purchase.

8.3 **Governing law.** This Policy is governed by the laws of the State of [STATE], without regard to its conflict-of-laws rules, except where the consumer-protection law of your jurisdiction governs.

8.4 **Contact.** Questions about this Policy or a specific return may be directed to [CONTACT NAME / EMAIL / PHONE / ADDRESS].

8.5 **Acknowledgment.** Where a signed acknowledgment of this Policy is used (for example, at point of sale), it may be signed by electronic signature.

ACKNOWLEDGED (if a signed acknowledgment is used).

COMPANY	CUSTOMER
Signature: _____	Signature: _____
Printed name: [NAME]	Printed name: [NAME]
Title: [TITLE]	Title: [N/A]
Date: _____	Date: _____

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