

ECOMMERCE RETURN POLICY TEMPLATE

Last updated [month day, year]

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 /an exchange/a full refund or store credit/for a full refund or an exchange/for store credit or an exchange/for a full refund, store credit, or an exchange] only]. 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 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/and the return form provided/and other], and mail your return the following address:

[Company Name]

[Attn: Returns]

[RMA #]

[Street Address]

[City, State, Zip]

[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.] [If you use the prepaid shipping label, \$_____ 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/exchange/return or exchange]. Please allow at least ____ [number of days to process returns] days from the receipt of your item to process your [return/exchange/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]:]

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

Please Note

- [A ____% restocking fee will be charged for all returns [in excess of \$____].]
- [Sale items are FINAL SALE and cannot be returned.]
- [other]

QUESTIONS

If you have any questions concerning our return policy, please contact us at:
[customer service phone number]
[customer service email]