

# Example Refund Policy for Physical Products

At [Your Company Name], we are dedicated to providing our valued customers with high-quality products and an exceptional shopping experience. We understand that sometimes, despite our best efforts, you may need to request a refund. Please read our refund policy carefully to understand your rights and responsibilities when it comes to returning a physical product.

## Eligibility for Refunds

We offer refunds for physical products in the following circumstances:

### a. Product Defect or Damage:

If you receive a product that is defective or damaged during shipping, please contact our customer support team within [Number of Days, e.g., 7 days] of receiving the product to request a refund or replacement. Be sure to provide your order number, a description of the issue, and any relevant photos or documentation.

### b. Wrong Product Shipped:

If we have shipped the wrong product or variant that is different from what you ordered, please contact us within [Number of Days, e.g., 7 days] of receiving the product to request a refund or replacement. We will provide instructions on returning the incorrect item.

## Refund Request Process

To request a refund for an eligible product, please follow these steps:

### a. Contact Customer Support:

Reach out to our customer support team at [Contact Email Address] or [Customer Support Phone Number] to initiate your refund request. Be prepared to provide your order number and a detailed explanation of the issue.

### b. Inspection and Verification:

Our team will review your request and may request additional information or evidence to verify the issue. This may include photographs of the product, packaging, or any defects.

### c. Decision and Communication:

We will carefully assess your request and notify you of our decision within [Number of Days, e.g., 3-5 business days]. If your refund is approved, we will provide instructions for returning the product (if necessary) and initiate the refund using the original payment method.

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## Refund Denial

Refund requests may be denied in the following situations:

a. Non-Eligible Products:

Refunds will not be offered for products that do not meet the eligibility criteria outlined in this policy.

b. Change of Mind:

We do not offer refunds for products based on a change of mind or personal preference. Please carefully consider your purchase before completing the order.

c. Failure to Comply:

If you fail to follow the return instructions provided by our customer support team or do not return the product as directed, your refund request may be denied.

## Return of Products

If your refund request is approved and involves returning the product, you will be responsible for shipping the product back to us in its original condition and packaging. Please follow the return instructions provided by our customer support team to ensure a smooth process.

## Product Replacement

In cases where the product is defective, damaged, or the wrong item was shipped, we may offer you the option of a replacement product instead of a refund. You can choose whether you prefer a replacement or a refund in such situations.

## Questions and Support

If you have any questions, concerns, or need assistance related to our refund policy or the return of physical products, please contact our customer support team at [Contact Email Address] or [Customer Support Phone Number].

By making a purchase from [Your Company Name], you acknowledge that you have read, understood, and agreed to this refund policy. We reserve the right to update or modify this policy at any time, and such changes will be effective immediately upon posting on our website.

Last Updated: [Date of Last Update]

Thank you for choosing [Your Company Name]. We appreciate your trust in our products and services.