

# **Return and Refund Policy Template for Online Stores**

You are always welcome to return or exchange the products purchased at YOURSITE.

You have 30 days to decide if an item is right for you. The items must be returned to YOURCOMPANY address in proper condition and in manufacturer's packaging unless returned as faulty or damaged.

## **Refund Options**

We offer several methods of compensation for a returned item if the product is undamaged and the package is in proper condition:

- Replacement. We will replace the item with another one of better quality, different size, or color.
- Money refund. We will return the cost of the item you spent to purchase.
- Gift card. We will give a Gift card equal to the cost of the item (or larger) to be used on our Site with another purchase.

Although you are free to choose preferred compensation, we reserve the right to change the list of available compensation options depending on the items returned, customer location, banking peculiarities, or other reasons creating difficulties or inconveniences whether for YOURCOMPANY or for customers.

## **How to Return a Purchased Item**

Fill out your return form correctly with your order number, the product you are returning, the reason for the return, and if you are waiting for a refund or

an exchange. If you do not mention your order number, we won't be able to process your return.

Repackage the item in the original box and packaging.

Take your parcel to any Post Office and obtain proof of postage for the tracking number - this will speed up the process and will legitimize that your parcel is on its way back to us.

The address for returns is:

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The shipping cost for the returned items is paid by you. We will compensate the shipping charges in case of returning damaged, faulty, or incorrect items.

## **What Happens Next**

We'll send you an email as soon as we've received your return in its original condition and processed your return.

- A returned item will be inspected upon arrival.
- If the condition an item has been returned in is inappropriate (e.g. tags have been removed or there are signs of wear) and we're unable to put it back into stock, we may not be able to accept your return and we may have to send it back to you.
- If the condition of a returned item is appropriate, you will receive

compensation within 10 business days depending on the payment method you used for purchasing the returned item.

- If you paid by credit/debit card, we will refund the balance of your credit/debit card.
- If you paid using PayPal, we will refund the balance to your PayPal account.
- If you use a Gift card to purchase the returned item, we will refund the paid money to the balance of the credit/debit card or PayPal account (whatever was used) and will provide you with a new Gift card as, due to our internal rules, any Gift card can't be used twice or more time.

## **Returning a Damaged or Faulty Item**

We are sorry that you received a damaged or faulty item.

Please return this item to us as soon as possible so that we could process the refund. If you're unable to return the item, please contact our Customer care service at [info@YOURSITE.com](mailto:info@YOURSITE.com).

Please bear in mind that all items are inspected on return.

## **Returning an Incorrect Item**

If one of the items you received isn't what you ordered, please send it back to us, and once inspected, we'll refund you as soon as it's arrived back at our warehouse.

## **Non-refundable Items**

We do not refund the products that are not eligible for return.

Non-refundable (non-returnable) products:

- Perfumes and Fragrances
- Skin Care Products
- Makeup and Nail Care Products
- Personal Grooming Products
- Aromatherapy and Massage Products
- Vitamins and Supplements
- Medical Supplies and Equipmen
- Dental Care Products
- Insect Repellents and Sunscreens
- Intimate Apparel
- Body Jewelry
- Products containing food items
- Flowers and Plants
- "Final Sale" items
- Ink Cartridges

- Factory-Sealed sports collectibles
- Club O Membership
- Gift Cards
- Digital products

We do our best to maintain the best accuracy of the non-refundable list, but the list may not include all applicable variants.

For more information on product-specific return policies, contact our Customer care service at [info@YOURSITE.com](mailto:info@YOURSITE.com).



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