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# ShopSmart Return & Refund Policy

## Return Window
You have **30 days** from delivery to return items.

## Return Conditions
Items must meet ALL of these:
- Unused and unworn
- Original packaging and tags intact
- All accessories included
- No stains or damage

## Non-Returnable Items
These cannot be returned:
- Final sale / clearance items
- Underwear and swimwear
- Opened cosmetics and food
- Custom/personalized items
- Digital products
- Items used or damaged

## How to Return

**Step 1:** Log into your account → Go to "My Orders"

**Step 2:** Find the order and click "Return Item"

**Step 3:** Choose a reason for return

**Step 4:** Print the prepaid shipping label

**Step 5:** Pack the item securely and ship it back

**Step 6:** We inspect and issue refund within 5-7 business days

## Return Shipping

**Free return shipping (we pay) when:**
- Item is defective or damaged
- Wrong item was sent
- Item not as described

**You pay return shipping when:**
- Change of mind / don't want it
- Color/fit/style preference

*Typical return shipping cost: $5-$15 depending on weight*

## Refund Timeline

1. Item received: 2-3 days
2. Inspection: 1 business day
3. Refund approved: Issued to your original payment method
4. Bank processes: 2-7 business days
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Total: 7-14 business days

Refund Methods

- **Credit/Debit Card:** 2-7 business days to appear
- **Digital Wallet (PayPal, Apple Pay):** Instant to wallet, 1-2 hours to bank
- **Store Credit:** Immediate use on future purchases

Special Cases

Item is Defective

- Report within 14 days of delivery
- Send photos of the defect
- We'll replace or refund at no cost

Wrong Item Received

- Contact support within 48 hours
- Send photos of what you received vs. ordered
- Free return label provided
- Correct item shipped immediately once we receive wrong item

Item Not as Described

- Size much smaller/larger than listed
- Color significantly different
- Quality lower than described
- Contact support within 14 days with photos
- Full refund issued

Changed Your Mind (Buyer's Remorse)

- Available for most items (except non-returnable categories)
- Must be within 30 days and unused
- Full refund minus return shipping cost
- Or choose store credit for full refund

Exchange Instead of Return

Want a different size or color?

1. Initiate return as normal
2. Select "Exchange" instead of "Return"
3. Choose replacement item
4. Once we receive your item, we ship the replacement

Timeline: 7-10 business days total

Refund Amount

Situation	Refund %
Defective/damaged/wrong item	100%
Unused, original condition	100%
Change of mind (pay shipping)	100%
Used or shows wear	50%

| Missing parts/tags removed | 50% |

Frequently Asked Questions

****Q:** Can I return without tags?**

A: No. All original tags must be attached for non-defective returns.

****Q:** Can I return opened items?**

A: Only if defective. Otherwise, items must be unopened and unused.

****Q:** Can I return items I've washed?**

A: No. Clothing must be unworn and unwashed.

****Q:** How long can I keep the item before returning?**

A: 30 days from delivery. After 30 days, returns not accepted.

****Q:** Can I return sale items?**

A: Yes, if they meet return conditions. You get refunded the sale price you paid.

****Q:** Do I need the receipt?**

A: No. We can find your order using your account.

****Last Updated:**** January 2026