

# **Refund and Return Policy**

Our company is committed to customer satisfaction. This refund policy outlines the terms and conditions for returns and refunds.

## **1. ELIGIBILITY FOR REFUNDS**

Products must be returned within 30 days of purchase. Items must be in original condition with tags attached. Proof of purchase (receipt or order number) is required. Digital products are non-refundable once downloaded or accessed.

## **2. REFUND PROCESS**

Request a refund through your customer account or contact our support team. Processing time is 5-7 business days after receiving the returned item. Refunds will be issued to the original payment method. Shipping costs are non-refundable unless the item was defective or shipped incorrectly.

## **3. TIER-BASED POLICIES**

Standard tier customers: 30-day return window

Premium tier customers: 60-day return window with priority processing

Enterprise tier customers: 90-day return window with dedicated account manager

## **4. EXCEPTIONS AND SPECIAL CASES**

Defective items receive full refund including shipping costs. Restocking fee of 15% applies to opened electronic items. Custom or personalized items cannot be returned unless defective. Sale items marked as final sale are not eligible for return.

## **5. EXCHANGE POLICY**

Exchanges are processed within 3-5 business days. Size and color exchanges are free for premium and enterprise customers. Standard customers may incur shipping charges for exchanges.

## **6. CONTACT INFORMATION**

For refund inquiries, contact our support team at [support@company.com](mailto:support@company.com) or call 1-800-SUPPORT between 9 AM and 6 PM EST Monday through Friday.