

Return Policy for E-commerce Platform

1. Overview

This return policy outlines the terms and conditions under which customers may return products purchased from our e-commerce platform. Our aim is to provide a transparent and fair return process that ensures customer satisfaction while maintaining operational efficiency. Customers are encouraged to review this policy before making a return request.

2. Eligibility for Returns

2.1 Timeframe

Returns must be initiated within 30 calendar days from the date of delivery. This timeframe ensures the returned items remain in good condition and helps us maintain inventory accuracy. Requests made after this period may not be accepted, unless mandated by consumer protection laws or exceptional cases such as shipping delays or product recalls.

2.2 Condition of Items

Returned items must be unused, undamaged, and in a condition suitable for resale. Items should be returned with the original packaging, including boxes, tags, manuals, and any included accessories. Products showing signs of wear, usage, or modification may not be eligible for a full refund.

2.3 Non-returnable Items

Certain items are excluded from our return policy due to their nature or regulatory limitations. These include:

- Perishable goods such as food and flowers, which cannot be restocked.
- Personalized or custom-made products, unless they are defective or damaged upon arrival.
- Gift cards, which are considered final sale items.
- Downloadable digital products or software, due to licensing restrictions.

3. Return Process

3.1 Initiating a Return

Customers can initiate a return by accessing our online return portal through their account dashboard or by contacting our customer support agent via voice or chat. Upon verification, the agent will guide the customer through the steps required to submit a return request.

3.2 Information Required

To process a return efficiently, customers must provide the following details:

- The unique order number associated with the purchase.

- A list of the specific item(s) being returned.
- A valid reason for the return, such as 'wrong item received', 'item defective', or 'no longer needed'.
- Photographs of the item(s) may be requested, particularly in cases of damage or product discrepancies.

3.3 Approval Process

All return requests are reviewed for compliance with this policy. The support agent will validate the details using our RAG-based knowledge system and determine eligibility. If approved, the customer will receive a return authorization and a prepaid shipping label (if applicable).

4. Refunds

4.1 Refund Method

Approved refunds will be credited to the original payment method used for the purchase. This includes credit/debit cards, PayPal, and other supported payment services. Alternative refund methods may be considered only in special cases.

4.2 Processing Time

Once we receive the returned item and it passes inspection, we will initiate the refund process. Customers should allow 5 to 7 business days for the refund to appear in their account. Delays may occur depending on the payment provider or bank processing times.

5. Exchanges

We do not offer direct product exchanges. Customers wishing to exchange an item must complete the return process for the original product and place a new order separately. This ensures proper inventory management and reduces processing delays.

6. Return Shipping

6.1 Free Returns

We offer free return shipping on items that are received in a defective condition, were damaged during transit, or were incorrectly shipped. Return shipping labels will be provided by our customer support agent or via the online return portal.

6.2 Customer Responsibility

For non-defective returns, such as buyer's remorse or incorrect size, the customer is responsible for the cost of return shipping. The amount may be deducted from the total refund or paid upfront, depending on the return method chosen.

7. Contact Information

For further assistance or questions about the return policy, customers are encouraged to contact our customer service team:

- Email: support@example.com

- Phone: +1-800-123-4567

Our team is available from 9 AM to 6 PM, Monday to Friday, excluding public holidays.