

ABC Company Refund Policy

Effective Date: August 22, 2024

At ABC, we strive to provide the highest quality products and services to our customers.

However, we understand that there may be times when our customers may need to return products or request a refund.

This Refund Policy outlines the conditions under which refunds are granted.

1. Eligibility for Refunds

1.1 Products must be returned in their original condition, unopened, and unused.

1.2 Services rendered by ABC are generally non-refundable unless a service was not provided as described.

1.3 Refunds will only be considered if requested within 30 days of the purchase date.

2. Non-Refundable Items

2.1 Digital products and downloads are non-refundable once the product has been accessed or downloaded.

2.2 Custom orders and personalized products are non-refundable.

2.3 Sale items or products purchased during a promotion are final sales and are non-refundable.

3. How to Request a Refund

3.1 To initiate a refund, please contact our customer service team at refunds@abccompany.com with your order number and reason for the return.

3.2 Customers are responsible for the cost of return shipping, except in cases where the product is defective or incorrect.

3.3 Once the return is received and inspected, we will notify you of the status of your refund.

4. Processing Refunds

4.1 Approved refunds will be processed within 10 business days of receiving the returned product.

4.2 Refunds will be issued to the original payment method used during the purchase.

4.3 Please note that it may take additional time for your bank or credit card company to process and post the refund.

5. Exchange Policy

5.1 Exchanges are only available for defective or damaged products.

5.2 If you need to exchange a product, please contact us at exchanges@abccompany.com within 30 days of your purchase.

6. Contact Us

For more information on our refund policy or to request a refund, please contact us at:

ABC Company

Customer Service Department

123 Main Street

City, State, ZIP Code

Phone: (123) 456-7890

Email: support@abccompany.com