

# Returns & Refunds Policy

## 30-Day Money-Back Guarantee

- Return any item within 30 days of delivery
- Item must be in original condition and packaging
- Include all accessories and documentation
- Proof of purchase required

## Return Eligibility

### Returnable Items:

- Unused products in original packaging
- Items with tags still attached
- Non-personalized items
- Items purchased at full or sale price

### Non-Returnable Items:

- Digital downloads or software
- Personalized or custom items
- Gift cards
- Opened hygiene products or consumables
- Items damaged due to misuse

## How to Initiate a Return

1. Go to Orders > Select Item > Return
2. Select reason for return
3. Print prepaid return label (emailed within 24 hours)
4. Pack item securely with all contents
5. Drop off at any carrier location
6. Track return status in your account

## Return Shipping Costs

### Free Returns:

- Defective items
- Wrong item shipped
- Damaged in transit
- Our error

### Customer Pays Shipping (\$7.99):

- Change of mind
- No longer needed
- Ordered wrong item
- Size/color preference

## Refund Processing

### Timeline:

- Refund processed within 2-3 business days of receiving return
- Credit appears on account in 5-7 business days
- Original shipping costs non-refundable (except our error)

### Refund Method:

- Issued to original payment method
- Alternative method available upon request
- Gift card purchases refunded as store credit
- PayPal refunds process immediately

## Exchanges

- We do not offer direct exchanges
- Return original item for refund
- Place new order for desired item
- Express shipping available for replacements

## Damaged or Defective Items

- Report within 48 hours of delivery
- Provide photos of damage/defect
- Replacement shipped immediately
- No need to return defective item in most cases
- Keep defective item for 30 days in case needed

## Partial Refunds

Partial refunds may be issued for:

- Items not in original condition
- Items with missing parts not due to our error
- Items returned after 30 days but within 60 days (50% refund)

## Late Returns

- Returns received after 30 days: store credit only
- Returns after 60 days may be rejected
- Contact support@company.com for exceptions
- Holiday purchases: extended return window (see holiday policy)

## Customer Support Policy

### Contact Methods

### Email Support:

- support@company.com
- Response within 24 hours
- Available 24/7
- Best for detailed inquiries

### Phone Support:

- 1-800-XXX-XXXX
- Monday-Friday: 9 AM - 5 PM EST
- Average wait time: under 5 minutes
- Closed on major US holidays

### Live Chat:

- Available on website and mobile app
- Monday-Friday: 9 AM - 8 PM EST
- Saturday: 10 AM - 4 PM EST
- Average response time: under 2 minutes

### Help Center:

- help.company.com
- 24/7 access to articles and guides
- Video tutorials
- Community forum

## Support Hours & Response Times

Channel	Hours	Response Time
Live Chat	M-F 9AM-8PM EST	Under 2 minutes
Phone	M-F 9AM-5PM EST	Under 5 minutes
Email	24/7	Within 24 hours
Social Media	M-F 9AM-6PM EST	Within 4 hours

## Priority Support (Premium Members)

- Dedicated support queue
- Response time: under 1 hour (email)
- Direct phone line: 1-800-XXX-XXYY
- Available 7 days/week: 8 AM - 8 PM EST

## Escalation Process

1. Initial support agent attempts resolution
2. If unresolved, escalated to specialist (within 24 hours)
3. Complex issues escalated to management (within 48 hours)

4. You'll receive regular updates throughout process

## Service Level Agreement (SLA)

### For Premium Members:

- Critical issues: 2-hour response, 24-hour resolution
- High priority: 4-hour response, 48-hour resolution
- Normal priority: 12-hour response, 72-hour resolution
- Low priority: 24-hour response, 5-day resolution

## Holiday Schedule

Customer support operates on reduced hours during:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & Day After
- Christmas Eve & Christmas Day

Email support remains available 24/7 year-round.

## Feedback & Complaints

- We value your feedback: [feedback@company.com](mailto:feedback@company.com)
- Complaint resolution within 5 business days
- Satisfaction surveys sent after support interactions
- Escalate unresolved complaints: [complaints@company.com](mailto:complaints@company.com)