

RETURN AND REFUND POLICY

Effective Date: January 1, 2024

Last Updated: November 1, 2024

1. OVERVIEW

We want you to be completely satisfied with your purchase. If you are not satisfied for any reason, you may return most items within 30 days of delivery for a full refund or exchange. This policy applies to all purchases made through our website, mobile app, or authorized retail partners.

2. RETURN ELIGIBILITY

To be eligible for a return, your item must be unused and in the same condition that you received it. The item must be in the original packaging with all tags and labels attached. You must provide the original receipt or proof of purchase. Returns must be initiated within 30 days of the delivery date shown on your order confirmation.

3. NON-RETURNABLE ITEMS

Certain items cannot be returned due to hygiene, safety, or legal reasons. These include personalized or customized items, perishable goods such as food and flowers, intimate or sanitary goods, hazardous materials or flammable liquids, digital downloads and software products, and gift cards. Sale items and clearance merchandise may only be exchanged or refunded as store credit.

4. ELECTRONICS AND TECHNOLOGY PRODUCTS

Electronics have a 30-day return window but must be returned in new, unopened condition unless the item is defective. Opened electronics may be subject to a 15% restocking fee. Defective electronics may be returned within 90 days for a full refund or replacement. Software and digital products cannot be returned once the activation code has been used or the seal has been broken.

5. RETURN PROCESS

To initiate a return, log into your account and navigate to Order History. Select the order containing the item you wish to return and click Return Items. Choose the reason for return from the dropdown menu. You will receive a

return authorization number (RMA) via email within 24 hours. Package your item securely with the RMA number visible inside the package. Print the prepaid return shipping label from your account portal. Drop off your package at any authorized shipping location.

6. RETURN SHIPPING COSTS

We provide free return shipping for defective items, wrong items shipped, or damaged items. For standard returns due to change of mind, a \$7.99 return shipping fee will be deducted from your refund. For large or heavy items over 50 pounds, special return shipping arrangements may apply with costs varying by item weight and destination. International returns may incur additional shipping costs which will be deducted from the refund amount.

7. REFUND PROCESSING TIME

Once we receive your returned item, our warehouse team will inspect it within 2-3 business days. If your return is approved, the refund will be processed to your original payment method. Refunds typically appear within 5-7 business days for credit cards, 3-5 business days for debit cards, and 1-2 business days for PayPal. Bank processing times may vary. You will receive an email confirmation once your refund has been processed.

8. EXCHANGES

If you need to exchange an item for a different size, color, or model, we recommend returning your original item for a refund and placing a new order. This ensures you receive your preferred item faster. However, direct exchanges are available by contacting our customer service team. Exchanges are subject to product availability and price differences may apply.

9. DAMAGED OR DEFECTIVE ITEMS

If you receive a damaged or defective item, please contact us immediately at returns@example.com or call 1-800-RETURNS. Do not ship the item back without contacting us first. We may require photos of the damage or defect. We will arrange for a prepaid return label and send a replacement immediately or issue a full refund including original shipping costs. Our quality team will investigate all defective items to improve our products and services.

10. LATE OR MISSING REFUNDS

If you have not received your refund within the expected timeframe, first check your bank account or credit card statement again. Contact your credit

card company or bank as processing times can vary. There is often a processing delay before a refund is officially posted. If you have done all of this and still have not received your refund, please contact us at refunds@example.com with your order number and return tracking information.

11. GIFT RETURNS

Items purchased as gifts can be returned for store credit or exchange. The gift recipient will receive a gift card for the purchase amount. If you are the gift purchaser and would like a refund to your original payment method, you must initiate the return yourself with proof of purchase. Gift cards cannot be returned or redeemed for cash except where required by law.

12. FINAL SALE ITEMS

Items marked as Final Sale, Clearance, or As-Is cannot be returned unless they are defective or damaged upon arrival. These items are clearly marked on the product page and at checkout. By purchasing Final Sale items, you acknowledge and accept that these items are non-returnable.

13. INTERNATIONAL RETURNS

International customers may return items within 30 days of delivery. Return shipping costs are the responsibility of the customer unless the item is defective or incorrect. Customs duties and taxes are non-refundable. We recommend using a trackable shipping service for international returns. Refunds will be issued in USD to the original payment method.

14. RESTOCKING FEES

Most returns are processed without a restocking fee. However, opened electronics, large appliances, furniture items over \$500, and mattresses may be subject to a 15-25% restocking fee. This fee covers inspection, repackaging, and reshelfing costs. Defective items are never subject to restocking fees.

15. CONTACT INFORMATION

For questions about returns or refunds, please contact our customer service team. Email: returns@example.com, Phone: 1-800-RETURNS (738-8767), Hours: Monday-Friday 8AM-8PM EST, Saturday-Sunday 9AM-6PM EST. You can also initiate returns through your online account 24/7.

This return policy is subject to change without notice. The policy in effect at the time of your purchase applies to your order. We reserve the right to refuse returns that do not meet our policy guidelines.