

Case 1: The Order ID 89694 is a final sale product.

Ask me your queries related to your order.

I would like to initiate return and refund for my order id 89694, may I know what is the procedure?



I would like to initiate return and refund for my order id 89694, may I know what is the procedure?



Dear Noah Lewis,

Thank you for reaching out to us regarding your order ID 89694. However, I regret to inform you that since the product you've purchased, High-Top Sneakers, is a Final Sale, it's strictly not eligible for exchange, return, or refunds.

Our Refund Policy clearly states that we do not offer returns or exchanges for Final Sale items. We strive to provide accurate information about our products, and this status was clearly mentioned at checkout.

If you have any further questions or concerns regarding your order, please don't hesitate to ask.

Case 2: The Order ID 52001 is a final sale product.



My order id 52001, I would like to initiate return and refund for the same.



I regret to inform you that due to the 'Final Sale' status of your order, it is not eligible for return or exchange. As per our Refund Policy, items marked as Final Sale are strictly non-returnable and non-exchangeable.

However, I can assist you with any further questions or concerns regarding your order. If there's anything else I can help you with, please let me know.

Case 3: The order id 50570 is beyond 30 days but still in processing status



My order id 50570, I would like to initiate return and refund for the same.



Thank you for reaching out to us regarding your order ID 50570. I've checked on the status of your order, and it's currently in the Processing stage.

However, I regret to inform you that, as per our return policy, items ordered are not eligible for return or exchange after 30 days from purchase date. Unfortunately, this means that your order is no longer eligible for a return or exchange.

If you have any further questions or concerns, please let me know, and I'll be happy to assist you.

Case 4: the order ID is 90284 and is beyond 30 days and in delivered status



My order id 90284, I would like to initiate return and refund for the same.



Dear Emma,

Thank you for reaching out to us regarding your order ID 90284. I'm sorry to inform you that your request to initiate return and refund for the Heeled Loafers is not possible as per our policy.

As per our Refund Policy, items are strictly NOT eligible for return or exchange if they have been more than 7 days past their delivery date. Since it has been 44 days since your purchase, unfortunately, this means that we cannot process a return or refund for the Heeled Loafers at this time.

If you have any further questions or concerns, please don't hesitate to ask. We appreciate your understanding in this matter.

Best regards, [Your Name]

Case 5: The order ID 39824 is eligible for return and refund



My order id 39824, I would like to initiate return and refund for the same.



Hello Charlotte,

Thank you for reaching out to us regarding your order #39824. I'm happy to assist you with initiating a return and refund.

To proceed with the return, please ensure that the item is in its original condition with all tags attached. You have 7 days from delivery within which you can initiate the return process.

Since it's within the eligible timeframe for return or exchange, we'll be happy to help you with a full refund.

Regarding the payment method, if your original card is no longer available, we'll issue store credit as per our policy.

To complete the return, please follow these steps:

1. Click on the 'Return/Exchange' button on your order summary page.
2. Select the reason for return (please select 'Other - Please specify').
3. Enter the reason for return and provide a brief explanation.
4. Print out the pre-paid return shipping label and attach it to the outside of the package.

Once we receive the returned item, we'll process the refund within 7-10 business days, as per our payment policy.

If you have any further questions or concerns, please don't hesitate to ask. I'm here to help.

Best regards, [Your Bot Name]