

# Refunds Policy - Version 1

## 1. Purpose

This document outlines the policy for refunds handled by our organization.

## 2. Policy Summary

We aim to ensure all refunds are processed efficiently. Contact [support@company.com](mailto:support@company.com) for issues or clarifications.

## 3. Refund Eligibility

Refunds are issued within 14 days for defective products.  
Only products verified as defective by our team qualify for refunds within this period.

## 4. Refund Eligibility

No refunds are provided for items purchased more than 30 days ago.  
This policy ensures timely processing and verification of refund requests.

## 5. Return Requirements

Damaged items must be returned in original packaging for a refund.  
Original packaging helps verify the condition of the returned item.

## 6. Refund Procedures

Credit card refunds are processed to the original card within 5 business days.  
Refunds are credited directly to the card used for purchase.  
  
Refunds are not available for change of mind on non-defective items.  
This applies to items that are fully functional and undamaged.

## 7. Summary

Condition Type	Details	Explanation
Refunds	Refunds are issued within 14 days for defective products.	Only products verified as defective by our team qualify for refunds within this period.
Refunds	No refunds are provided for items purchased more than 30 days ago.	This policy ensures timely processing and verification of refund requests.
Refunds	Damaged items must be returned in original packaging for a refund.	Original packaging helps verify the condition of the returned item.

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Refunds	Refunds are not available for change of mind on non-defective items.	This applies to items that are fully functional and undamaged.

## 8. Contact

For queries, email [support@company.com](mailto:support@company.com) or call 0800-123-456 during business hours (9 AM - 5 PM, Monday to Friday).