

Refunds Policy - Version 2

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 for issues or clarifications.

3. Refund Eligibility

Refunds are available within 10 days for faulty items.
Faulty items must be reported and returned within this timeframe.

4. Refund Eligibility

Non-defective items are not refundable after 14 days.
This ensures returns are processed promptly after purchase.

5. Return Requirements

Refunds for damaged goods require proof of damage via email.
Submit photos to support@company.com to initiate the refund process.

6. Refund Procedures

Refunds to bank accounts take 7 business days to process.
Bank account details must be provided for non-card refunds.

No refunds for international orders unless defective.
International orders are subject to stricter refund policies.

7. Summary

Condition Type	Details	Explanation
Refunds	Refunds are available within 10 days for faulty items.	Faulty items must be reported and returned within this timeframe.
Refunds	Non-defective items are not refundable after 14 days.	This ensures returns are processed promptly after purchase.
Refunds	Refunds for damaged goods require proof of damage via email.	Submit photos to support@company.com to initiate the refund process.

Condition Type	Details	Explanation
Refunds	Refunds to bank accounts take 7 business days to process.	Bank account details must be provided for non-card refunds.
Refunds	No refunds for international orders unless defective.	International orders are subject to stricter refund policies.

8. Contact

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