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 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. |
| Refunds | Credit card refunds are processed to the original card within 5 business days. | Refunds are credited directly to the card used for purchase. |
| 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 or call 0800-123-456 during business hours (9 AM - 5 PM, Monday to Friday).