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

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| --- | --- | --- |
| 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. |
| 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).