

## CONTOSO ELECTRONICS RETURN POLICY

### 30-Day Return Window

- Returns accepted within 30 days of delivery date
- Products must be unused, undamaged, and in original packaging
- Original receipt or order confirmation required

### Non-Returnable Items

- Downloadable software and digital products
- Personalized or custom-made items
- Perishable goods
- Gift cards and promotional items
- Items marked as "Final Sale"

### Return Process

1. Log into your account on contoso-electronics.com
2. Navigate to "Orders" and select the item to return
3. Click "Request Return" and select reason
4. Print the prepaid return label
5. Package item securely with all original accessories
6. Drop off at any authorized carrier location

### Refund Processing

- Refunds issued within 5-7 business days after receiving returned item
- Original payment method will be credited
- Shipping charges are non-refundable (except defective items)
- Return shipping is FREE for defective/damaged items

## **Exchanges**

- Exchange requests processed same as returns
- New item ships once return is received and processed
- Price difference may apply

## **Contact Us**

For return questions: [returns@contoso-electronics.com](mailto:returns@contoso-electronics.com)

Phone: 1-800-CONTOSO, Option 2