

RETURN & REFUND POLICY

E-Commerce Store - Effective Date: January 1, 2024

1. RETURN ELIGIBILITY

1.1 Time Windows for Returns

Standard Returns - **30 days** from delivery date for most products - Items must be in original, unused condition - Original packaging required - All accessories and manuals must be included

Defective Items - **No time limit** for defective products - Full refund provided regardless of purchase date - Free return shipping label provided - Replacement option available

Wrong Item Received - **7 days** from delivery date - Full refund with free return shipping - Expedited replacement if requested

Changed Mind / No Longer Needed - **30 days** from delivery date - **15% restocking fee** applies if item has been opened - Item must be in resalable condition - Original packaging required

1.2 Product-Specific Return Windows

Electronics - Standard 30-day return window - Unopened items: full refund - Opened items: 15% restocking fee - Defective items: no restocking fee, any time

Office Products - 30-day return window - Must be unused and in original condition - 15% restocking fee if opened

Fitness & Accessories - 30-day return for unopened items only - Hygiene products (yoga mats, water bottles): must be unopened - 14-day return window for accessories (phone cases)

High-Value Items (over \$200) - 30-day return window - 20% restocking fee if opened - Dead pixel policy for monitors: 3+ dead pixels qualifies for return

2. NON-RETURNABLE ITEMS

The following items **CANNOT** be returned:

- Digital downloads and software licenses
 - Personal care items that have been opened
 - Custom or personalized products
 - Items marked "Final Sale" or "Clearance - All Sales Final"
 - Gift cards and promotional items
 - Products without original packaging or missing components
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3. RETURN PROCESS

Step 1: Check Eligibility

- Verify your order is within the return window
- Confirm item meets return condition requirements
- Use our Returns Portal or contact customer service

Step 2: Request RMA Number

- Login to your account or use order lookup
- Select items to return and provide reason

- Receive Return Merchandise Authorization (RMA) number via email
- RMA number format: RMA-YYYYMMDD-XXXX

Step 3: Package Item

- Place item in original packaging if possible
- Include all accessories, manuals, and cables
- Print RMA number and attach to outside of box
- Do NOT write on original product packaging

Step 4: Ship Item

- Use provided prepaid shipping label (for defective/wrong items)
- Or ship at your expense (for changed mind returns)
- Keep tracking number for your records
- We recommend insured shipping for items over \$100

Step 5: Inspection & Refund

- Items inspected within **3-5 business days** of receipt
- Email notification sent once inspection complete
- Refund processed within **7 business days** after approval
- Refund issued to original payment method

4. REFUND AMOUNTS & METHODS

4.1 Refund Calculations

Defective Items - 100% refund of purchase price - Original shipping costs refunded - Free return shipping provided

Wrong Item Received - 100% refund of purchase price - Original shipping costs refunded - Free return shipping provided

Changed Mind (Unopened) - 100% refund of purchase price - Original shipping costs NOT refunded - Customer pays return shipping

Changed Mind (Opened) - Purchase price minus 15% restocking fee - Original shipping costs NOT refunded - Customer pays return shipping

Damaged in Transit - 100% refund of purchase price - All shipping costs refunded - Replacement shipped at no charge if requested

4.2 Refund Timeline

- Credit Card: 5-7 business days after approval
- Debit Card: 7-10 business days after approval
- PayPal: 3-5 business days after approval
- Store Credit: Immediate (24 hours)

4.3 Partial Refunds

Partial refunds may be issued in the following cases: - Item shows signs of use beyond inspection - Missing accessories or manuals - Damaged packaging (not shipping damage) - Item returned after 30 days but before 60 days

5. SPECIAL CIRCUMSTANCES

5.1 Defective Products

Products found to be defective qualify for: - Full refund with no time limit on returns - Free return shipping label sent via email - Option to receive replacement instead of refund - No restocking fee applies - Expedited replacement shipping available

Examples of Defective Products: - Electronics that don't power on or function correctly - Products with manufacturing defects - Items that don't match product specifications - Products that fail during normal use

5.2 Holiday Returns

Items purchased between **November 1 - December 25:** - Extended return window until **January 31** - All other return policies apply - Gift receipts available for easy returns

5.3 Multiple Returns

Customers with excessive return rates may be: - Subject to account review - Limited to in-store credit for future returns - Restricted from certain promotions

Return rate is calculated as: $(\text{Total Returns} / \text{Total Orders}) \times 100$ - Normal range: 0-15% - High range: 16-25% (monitored) - Excessive: 26%+ (subject to restrictions)

6. EXCHANGES

6.1 Exchange Policy

- Exchanges available for same product in different size/color
- Subject to inventory availability
- No additional shipping charges for defective exchanges
- Changed mind exchanges: customer pays shipping both ways

6.2 Exchange Process

1. Initiate return as described above
2. Indicate "Exchange" as return reason
3. Specify desired replacement item
4. Original item must be received before exchange ships
5. If replacement unavailable, full refund issued

7. INTERNATIONAL RETURNS

7.1 International Orders

- 30-day return window from delivery
- Customer responsible for return shipping costs
- Customs fees are non-refundable
- Items must clear customs inspection
- Refund issued minus original international shipping

7.2 Duties and Taxes

- Import duties and taxes are customer responsibility
 - Not refunded with product return
 - Customs forms must indicate "Returned Merchandise"
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8. RETURN SHIPPING

8.1 Free Return Shipping

Provided for: - Defective items - Wrong items received - Damaged items during transit - Our error (e.g., wrong quantity shipped)

8.2 Customer-Paid Return Shipping

Required for: - Changed mind returns - No longer needed - Found a better price - Ordered wrong item/size

Recommended Carriers: - USPS Priority Mail (tracking included) - UPS Ground (signature required for items >\$100) - FedEx Ground (insurance recommended)

9. RESTOCKING FEES

9.1 When Restocking Fees Apply

15% Restocking Fee: - Electronics that have been opened - Office equipment that has been opened - Items returned without original packaging

20% Restocking Fee: - High-value items over \$200 (opened) - Items with missing accessories - Products returned after 30 days but within 60 days

No Restocking Fee: - Defective items - Wrong items received - Damaged during shipping - Unopened items in original packaging - Items returned within 7 days (unopened)

10. CONTACT INFORMATION

Customer Service

Email: returns@ecommerce.com **Phone:** 1-800-RETURNS (1-800-738-8767) - Monday-Friday: 8 AM - 8 PM EST - Saturday: 9 AM - 6 PM EST - Sunday: 10 AM - 4 PM EST

Live Chat: Available on website 24/7

Mailing Address: E-Commerce Returns Department 500 Commerce Boulevard Returns Processing Center Seattle, WA 98101

11. POLICY UPDATES

This return policy may be updated periodically. Changes will be posted on our website with an updated effective date. Returns initiated before policy changes will follow the policy in effect at time of purchase.

Last Updated: January 1, 2024 **Version:** 2.0

12. CONSUMER RIGHTS

This policy does not affect your statutory rights. In addition to this return policy, you may have rights under consumer protection laws in your jurisdiction. This policy provides rights in addition to, not instead of, your statutory rights.

For fastest service, use our online Returns Portal at: www.ecommerce.com/returns

Questions? Contact our customer service team - we're here to help!