Contoso Electronics Product Returns Policy

**Introduction:** Contoso Electronics is committed to customer satisfaction. If you are not entirely satisfied with your purchase, we’re here to help.

**Return Period:**

* You have 30 calendar days to return an item from the date you received it.

**Eligibility for Return:** To be eligible for a return, your item must be:

* Unused and in the same condition that you received it.
* In the original packaging.
* Accompanied by the receipt or proof of purchase.

**Non-returnable Items:** The following items cannot be returned:

* Gift cards
* Downloadable software products
* Some health and personal care items

**Return Process:**

1. Contact our customer service team to initiate the return process.
2. You will be provided with a Return Merchandise Authorization (RMA) number.
3. Pack the item securely and include the RMA number and a copy of the receipt in the package.
4. Send the item to the designated return address provided by our customer service team.

**Shipping:**

* You will be responsible for paying for your own shipping costs for returning your item.
* Shipping costs are non-refundable.
* If you receive a refund, the cost of return shipping will be deducted from your refund.

**Refunds:** Once we receive your item, we will inspect it and notify you of the status of your refund after the inspection is complete. If your return is approved, we will initiate a refund to your original method of payment. You will receive the credit within a certain amount of days, depending on your card issuer’s policies.

**Exchanges:** If your item is defective or damaged, we will replace it with the same item. Please follow the return process outlined above.

**Restocking Fee:**

* All items are subject to a restocking fee, which will be deducted from your refund.
* We also do not refund the original shipping and handling that you paid on the order.

**Contact Information:** For any questions regarding our returns policy or to initiate a return, please contact:

* Email: returns@contosoelectronics.com
* Phone: 1-800-CONTOSO

**Conclusion:** Contoso Electronics values your business and wants to ensure that you are completely satisfied with your purchase. If you have any questions about our returns policy, please contact us.