

REFUND AND RETURN POLICY

Effective Date: _____

This Refund and Return Policy applies to purchases made through the website operated by _____ (“we,” “us,” or “our”). By completing a purchase on our website located at _____ (“Website”), you agree to the terms of this policy.

1. DIGITAL PRODUCTS

All sales of digital products, including but not limited to downloadable files, software, templates, and online courses, are final. Once the product has been delivered or accessed, no refunds will be issued except where required by law. [COMMENT: This is common language for digital downloads. Ensure your checkout page references this.]

2. PHYSICAL PRODUCTS

If your purchase includes physical goods, you may request a return within ____ days of delivery. Products must be unused, in their original packaging, and accompanied by a receipt or proof of purchase. Shipping costs for returned items are the responsibility of the customer unless the item was defective or incorrect.

3. DEFECTIVE OR DAMAGED ITEMS

If you receive a defective or damaged item, please contact us within ____ days of receipt with photo evidence and order details. We will either replace the item or issue a full refund, including shipping costs.

4. REFUND PROCESSING

Once a return is approved and received, we will notify you and process a refund to your original method of payment. Refunds may take up to ____ business days depending on your bank or payment provider.

5. NON-REFUNDABLE ITEMS

The following items are not eligible for return or refund:

- Gift cards or promotional credits
- Services that have been rendered or partially delivered
- Digital downloads after access or delivery

[COMMENT: Customize this list based on your specific offerings.]

6. CONTACT US

If you have any questions or concerns about this Refund and Return Policy, please contact us at:

Email: _____

Phone: _____

Mailing Address: _____