

## Return Policy Sample Template

Download this template as a Word or PDF file. Edit or replace the italicized/blue text below by adding your company's name and policies where appropriate. Brackets indicate information that must be chosen or changed depending on your company's information and can be omitted if unneeded.

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*Thank you for choosing [Company Name] to make your purchase. Though we hope you are satisfied with the products you received, if for any reason you are unsatisfied with your purchase, you may take steps to return it for a [full refund].\**

*Read below to see our full return policy and everything you need to do to contact the right customer service party for your needs. We want you to be satisfied with your shopping experience and will do everything outlined in the policy below to improve it.*

\*Clarify the returns you offer on merchandise, especially if your company has extenuating circumstances for certain kinds of items, conditions, or times of year. This information could include whether you offer a full refund, exchange, store credit, both or either/or, or any combination of potential return conditions.

### Returns and Return Process

In this section, stipulate how long customers have to return items they are unsatisfied with, including the eligibility of certain items and the conditions of its packaging. Edit these statements:

*All item returns have to be returned postmarked within [X days] of being purchased. Returned items need to have their intact original labels and packaging, as well as remaining in new/unused condition.*

*To return unsatisfactory items, please contact our team at [email address of service team] to receive your unique Return Merchandise Authorization number. Once you have it, replace the item in the original package, including the original label and [proof of purchase/return form/other documents]. Once repackaged, mail return merchandise to:*

*[Company Name,  
Attn: Returns,  
RMA #,  
Address]*

After stipulating the return process, inform your customers about their financial responsibility for the return. Choose from the following statements:

- Remember that you are responsible for charges on return shipping. You should also save your tracking number so you can check when your merchandise returns to us.*
- Remember that you can use a prepaid shipping label included your package to return your merchandise. [We will pay or reimburse the return shipping charges/ By using the prepaid label, we will deduct \$X from your purchase to reimburse you on the return shipping]*

## Refund Process

Clarify the process and timeline of your customers' refunds on their items by editing this statement:

*Once we have received your returned item and inspected its condition, your [return or exchange] will be processed in [X days]. Please allow that amount of time for us to process your [return or exchange] before contacting us on its status. Customers who paid with credit cards should allow 1 to 2 cycles for their refund to show up on their statements.*

*[You will receive an email from us once your return finishes processing and your refund is on its way.]*

## Damaged Item Return

*These items can't be [returned/exchanged]: [list the items].*

*If you received a product that was damaged or not working, contact our customer service team using the form below to begin the process of your [refund/exchange].*

## Other Return Conditions

In this section list other conditions or exceptions customers would want to know. Some examples of these statements include:

*[Returned items over \$X include an X% restocking fee.]*

*[Sale items are not eligible for returns.]*

*[List other conditions]*

## Contact

At the bottom of your return policy, edit this statement with your company's information:

*If you think of any questions about our return/exchange policy, contact our service team at [phone number, email] so we can help you resolve your order.*