

Refund and Exchange Policy Template

This template provides a simple structure for your fashion brand's refund and exchange policy. Edit the details (timeframe, conditions, contact info) to fit your business.

Introduction

At [Your Brand Name], we want you to love your purchase. If you're not satisfied, our refund and exchange policy makes it easy to return or exchange your items.

Eligibility for Refunds and Exchanges

- Items must be returned within [X] days of delivery.
- Items must be unused, unworn, and in their original packaging with tags attached.
- Proof of purchase (receipt or order confirmation) is required.

Non-Returnable Items

Certain items cannot be returned or exchanged, including:

- Sale/clearance items
- Gift cards
- Personalized or custom-made items

Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within [X] business days.

Exchanges

We only replace items if they are defective, damaged, or the wrong size. If you need to exchange an item for the same product in a different size/color, contact us at [support email].

Return Shipping

- Customers are responsible for paying return shipping costs unless the item is defective or incorrect.
- Shipping costs are non-refundable.



Contact Us

For any questions about refunds or exchanges, please contact us at:



Email: [support email]



Phone: [phone number]