At [Business Name], customer satisfaction is our top priority. If you are not completely satisfied with your purchase, we're here to help. Please review our refund policy below.

**Eligibility for refunds**

To be eligible for a refund:

* The item must be unused and in the same condition that you received it.
* The item must be in the original packaging.
* You must have the receipt or proof of purchase.

**Return and refund process**

1. **Initiate a return:** Visit our store and ask any member of our customer service   
   team to initiate a return. For returns on online orders, please provide your order number, a description of the issue, and whether you are seeking a refund, replacement, or exchange.
2. **Return the item:** Once your return request is approved, send the item back to us at [Your Return Address]. Please note that customers are responsible for the cost of return shipping unless the item is damaged or incorrect. If returning in-store, bring the item with your proof of purchase.
3. **Inspection and approval:** Upon receiving your return, we will inspect the item and notify you of the approval or rejection of your refund.
4. **Processing time:** If approved, your refund will be processed within [X] business days. The refund will be applied to your original method of payment. Depending on your payment method and bank, funds may take additional time to appear in your account.

**Types of refunds**

1. **Full refunds:** Items returned within [X] days of purchase in original condition.
2. **Partial refunds:** Items that are returned after [X] days, show signs of use, or are not in original packaging.
3. **Store credit:** Offered in cases where the customer prefers to use the refund for future purchases.
4. **No refunds:** Items on final sale, customized orders, or perishable goods.

**Non-refundable items**

The following items are not eligible for refunds:

**Exchanges**

If you need to exchange an item for the same product, contact us at [Your Contact Information]. Exchanges are subject to product availability.

**Product warranties and exclusions**

Certain products may come with manufacturer warranties. Please refer to the warranty information provided with the product or contact us for more details.  
  
**Refund timeline**

* **Standard items:** Must be returned within [X] days of purchase.
* **Sale items**: Must be returned within [Y] days of purchase.

**Restocking fees (optional)**

A restocking fee of [X]% may apply for certain returns, depending on the condition of the item and the nature of the return.

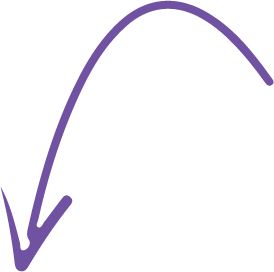
**Issuing refunds**

Refunds will be issued in the original form of payment. A store credit may be issued if the original form of payment is not available.

* **Credit/debit card:** Refunds will be applied to your card.
* **Cash purchases:** Refunds will be given in cash or store credit.
* **Gift cards:** Refunds will be issued as store credit.

**Contact us**

If you have any questions about our refund policy, please contact us:

* **Email:** [Your Email Address]
* **Phone:** [Your Phone Number]
* **Address:** [Your Business Address]  
    
  

Thank you for shopping at [Your Business Name]!