

Sample Refund and Returns Policy – *[please note that you will need to edit this policy in line with the laws relating to the country you are selling in.]*

Here at ([name of your store](#)) our customers are important to us and we want you to be happy with your purchase.

It's important that you inspect your goods as soon as possible after they have been delivered.

If you are not happy with an item and the item is not faulty, you must return it to us in its original condition (the condition in which it was sold) and original packaging no later than 14 business days from the day the item was received by you. You will be responsible for the cost of returning the goods to us and we will issue you with a full refund of the purchase price within 7 days of receiving the returned goods. Refunds are issued via the payment method that was used to purchase the goods.

Prior to returning the item, please contact us on ([email address here](#)) and we will guide you through our simple returns process.

Goods Damaged in Transit:

If an item is damaged in transit, you must contact us at ([email address here](#)) within 3 business days of receiving the damaged item. We will make arrangements to have the item returned to us and either send you a replacement or issue a refund.

Return of Faulty Goods:

If you have received a faulty item, please contact us at ([email address here](#)) so that we can assist you. Time frames for refunds on faulty good will vary from product to product.

Items that Cannot be Returned:

In the interests of hygiene, certain items cannot be returned to us once the

packaging has been opened unless the item is faulty.

Our returns policy is in accordance with the European Directive on Distance Selling.