

Return Policy Clarification for Exchange Processes

Dear [Customer's Name],

Thank you for reaching out to us regarding our return policy. We appreciate your inquiry and would like to clarify our exchange process for your understanding.

Exchange Process Overview

If you would like to exchange an item, please follow these steps:

1. Contact our customer service team within [number of days] days of receiving your item.
2. Provide your order number and details of the item you'd like to exchange.
3. Our team will assist you in selecting a replacement item.
4. Once your exchange is confirmed, please return the original item in its unused condition.
5. Upon receipt, we will process your exchange and send out the new item.

Important Notes

- Items must be returned within [number of days] days.
- Original shipping charges are non-refundable.
- Exchanges are subject to product availability.

If you have any further questions, please feel free to reach out to our customer service team at [Contact Information].

Thank you for your understanding.

Sincerely,

[Your Company Name]

[Your Company Contact Information]