

Revised Return and Refund Terms

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you about important updates to our return and refund policy, effective [Effective Date]. We appreciate your understanding as we strive to improve our services.

New Return Policy

Our new return policy allows you to return items within [number] days of purchase. Please ensure that items are unopened and in their original packaging for a full refund.

Refund Process

Refunds will be processed within [number] business days upon receipt of the returned item. You will receive your refund to the original payment method used for the purchase.

Exceptions

Some items may not be eligible for return, including but not limited to:

- Personalized items
- Software downloads
- Perishable goods

If you have any questions or need assistance with the return process, please do not hesitate to contact our customer service team at [Contact Information].

Thank you for being a valued customer.

Sincerely,

[Your Company Name]