

Shipping Terms and Conditions for Returns and Exchanges

Dear [Customer Name],

Thank you for your purchase from [Company Name]. We value your satisfaction and want to ensure you are well-informed about our shipping, returns, and exchange policies.

Shipping Policy

- All orders are processed within [number] business days.
- Free shipping is available on orders over [amount].
- We ship to [list of locations].
- Tracking information will be provided via email once your order is shipped.

Returns and Exchanges

You may return or exchange items under the following conditions:

- Returns must be initiated within [number] days of receiving your order.
- Items must be unused, in original packaging, and with all tags attached.
- To initiate a return, please contact our customer service at [customer service email/phone number].
- Return shipping costs are the responsibility of the customer unless the item is defective or incorrect.

Refunds

Refunds will be processed within [number] business days after we receive the returned item. The refund will be issued to the original payment method used at the time of purchase.

Thank you for choosing [Company Name]! If you have any questions, please feel free to reach out.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Company Contact Information]