

Shipping Refund Policy Clarification

Dear [Customer's Name],

Thank you for reaching out regarding our shipping refund policy. We appreciate your inquiry and are happy to provide clarification on our procedures.

Our shipping refund policy states that:

- Refunds will be issued for shipping charges if the product is returned due to our error or if the item is defective.
- Refund requests must be made within [number] days of receiving the item.
- To qualify for a refund, all items must be returned in their original packaging and condition.

If you have a specific scenario you would like to discuss, please provide us with your order details, and we will do our best to assist you further.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]