

# Shipping Refund Policy for First-Time Buyers

Dear Valued Customer,

Thank you for choosing us for your shopping needs! We want to ensure that your experience is as smooth as possible. Below are our shipping refund policy guidelines specifically designed for our first-time buyers:

## 1. Eligibility for Refund

Refunds are available for items that are:

- Damaged during shipping
- Incorrectly shipped
- Returned within 30 days of delivery

## 2. Steps to Request a Refund

1. Contact our customer service within 30 days of receiving your order.
2. Provide your order number and details about the item(s) you wish to return.
3. Follow the return instructions provided by our team.

## 3. Refund Processing Time

Once we receive your returned item, please allow up to 14 business days for your refund to be processed.

If you have any questions regarding our refund policy, please feel free to reach out to our customer service team.

Thank you for being a part of our community!

Sincerely,  
Your Company Name