

# Franchise Return and Refund Guidelines

Date: [Insert Date]

Dear [Franchisee's Name],

We appreciate your commitment to our brand and your decision to join our franchise family. To ensure a smooth process regarding returns and refunds, please review the following guidelines:

## Return Policy

All products must be returned within [insert number] days of purchase. The items must be in their original packaging and unopened. To initiate a return, please follow these steps:

1. Contact our customer service at [insert contact information].
2. Obtain a Return Authorization Number (RAN).
3. Pack the items securely and include the RAN on the package.
4. Ship the package to [insert return address].

## Refund Policy

Refunds will be processed within [insert number] business days after the items are received and inspected. Please note that original shipping fees are non-refundable.

## Exceptions

Items that are damaged, opened, or altered cannot be returned. Please review our entire policy for more exceptions.

If you have any questions or concerns, do not hesitate to reach out to us.

Thank you for your understanding and cooperation.

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