

# Return and Refund Guidelines for Gift Items

Dear [Customer Name],

Thank you for your purchase at [Store Name]! We hope you or your loved one enjoy the gift. However, if for any reason you need to return the gift item, please follow the guidelines below:

## Return Policy

- Items must be returned within [X Days] of receipt for a full refund.
- The gift item must be unused, in its original packaging, and with all tags attached.
- Receipt or proof of purchase is required to process a return.

## How to Return Gift Items

1. Contact our Customer Service at [Customer Service Email/Phone Number] to initiate a return.
2. Provide the order number and details of the item you wish to return.
3. Follow the return instructions provided by our representative.

## Refund Process

Once we receive and inspect the returned item, a refund will be processed within [X Business Days]. The refund will be issued back to the original payment method used for the purchase.

## Exclusions

Please note that certain items are non-returnable, including but not limited to:

- Personalized items
- Items marked as final sale

If you have any questions regarding our return and refund policy, please feel free to reach out to our Customer Service team.

Thank you for shopping with us!

Sincerely,  
[Your Name]  
[Your Position]  
[Store Name]