

Retail Return and Refund Policy for Defective Items

Dear Valued Customer,

Thank you for shopping with us. We are committed to providing you with high-quality products. However, if you receive a defective item, please follow the steps below to initiate a return and refund:

Return Process:

1. Contact our Customer Service within 30 days of receiving the item.
2. Provide your order number and a description of the defect.
3. We will guide you through the return process and provide a shipping label if necessary.

Refund Process:

Once we receive the returned defective item, we will process your refund within 7-10 business days. The refund will be issued to your original method of payment.

Conditions for Return:

- The item must be unused and in its original packaging.
- Defective items must be reported within 30 days of receipt.

If you have any further questions, please do not hesitate to reach out to our Customer Service team.

Thank you for your understanding.

Sincerely,
Your Company Name