

# Return and Refund Policy

Dear Valued Customer,

Thank you for your purchase at [Store Name]. We strive to ensure you are satisfied with your purchase. If for any reason you are not completely happy, we offer a straightforward return and refund policy for in-store transactions.

## Return Period

Items purchased in-store can be returned within [X days] from the date of purchase.

## Eligible Items

The following items may be returned:

- Unopened items
- Items in original packaging
- Defective items

## Non-Eligible Items

We cannot accept returns on the following items:

- Opened or used items
- Personalized items
- Gift cards

## Return Process

To initiate a return, please follow these steps:

1. Bring your receipt and the item(s) to our store.
2. Speak to a customer service representative.
3. Your return will be processed, and a refund will be issued to your original payment method.

## Refund Timeline

Refunds will be processed within [X days] after we receive your return.

If you have any questions regarding our return and refund policy, please do not hesitate to contact us at [Phone Number] or [Email Address].

Thank you for shopping with us!

Sincerely,  
[Your Name]  
[Store Name]