

Return and Exchange Policy FAQs

1. What is the time frame for returns?

Items can be returned within 30 days of receipt for a full refund.

2. How do I initiate a return?

To initiate a return, please contact our customer service at support@example.com or call us at (123) 456-7890.

3. Are there any items that cannot be returned?

Yes, items that are opened or used, and clearance items are non-returnable.

4. How do I exchange an item?

To exchange an item, please follow the return process, and specify your preferred replacement when you contact us.

5. Will I have to pay for return shipping?

Return shipping costs are the responsibility of the customer, unless the item is defective or incorrect.

6. When will I receive my refund?

Refunds are processed within 7-10 business days after we receive the returned item.

7. Can I return an item purchased on sale?

Items purchased on sale can be returned according to our return policy.