

# Refund Policy Explanation

Dear [Customer's Name],

Thank you for reaching out to us regarding our refund policy. We appreciate your inquiry and are happy to provide you with the necessary information.

Our refund policy is designed to ensure customer satisfaction and transparency. Below are the key points of our policy:

- Refund requests must be made within [X] days of receiving your order.
- To qualify for a refund, items must be returned in their original condition.
- Shipping costs are non-refundable unless the return is a result of our error.
- Refunds will be processed using the same payment method used for the original purchase.

If you have any further questions or require assistance with your refund request, please do not hesitate to contact us at [Customer Service Email] or call us at [Customer Service Phone Number].

Thank you for your understanding.

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