

# Refund Terms Overview

Dear [Customer Name],

Thank you for reaching out to us regarding our refund policy. We understand that situations may arise where a refund may be necessary, and we are here to provide clarity on our terms.

## Refund Eligibility

Refunds are available under the following conditions:

- Products must be returned within [X days] of receipt.
- Items must be in their original condition, unopened, and with all original packaging.
- Proof of purchase is required.

## Processing Time

Once your return is received and inspected, we will process your refund within [X business days]. The refund will be issued to the original payment method used at the time of purchase.

## Exclusions

Please note that the following items are not eligible for a refund:

- Personalized or custom-made products.
- Digital downloads after purchase.

## Contact Us

If you have any further questions, feel free to contact our customer service team at [customer service email] or call us at [customer service phone number].

Thank you for your understanding!

Sincerely,

[Your Company Name]