

Product Return and Exchange Procedures

Dear [Customer Name],

Thank you for your purchase from [Store Name]. We strive to ensure that you are completely satisfied with your order. However, if you are not satisfied, we offer a straightforward return and exchange process. Please follow the steps below:

Return Procedure

1. Contact our customer service at [Phone Number] or [Email Address] to notify us of your intent to return the product.
2. Ensure the product is in its original condition, with packaging and tags intact.
3. Print and complete the return form located at [Website URL].
4. Pack the product securely, including the completed return form.
5. Ship the package to the following address:

[Return Address Line 1]

[Return Address Line 2]

[City, State, Zip Code]

6. Once received, we will process your return within [X days] and issue a refund to your original payment method.

Exchange Procedure

1. To request an exchange, please contact our customer service at [Phone Number] or [Email Address].
2. Follow the return procedure above to send back the original product.
3. Once we receive the original item, we will process your exchange and ship out the new item within [X days].

If you have any questions or need further assistance, please do not hesitate to reach out to our customer support team.

Thank you for choosing [Store Name]!

Sincerely,

[Your Name]

[Your Position]

[Store Name]

[Contact Information]