

Returns Policy Template: Download it and use it for your online store! Don't forget to make this return policy your own so that it makes sense for your e-commerce.

Cancelling or changing my order

If you need to cancel your order, it's no problem! Contact us as soon as possible and if your order hasn't shipped yet, we'll change or refund your order in full. If your product has already shipped, simply return the package once it arrives and we'll refund your purchase and shipping.

Returns

Thank you for shopping at [My E-Commerce Site]. We appreciate your business, and we work to make you happy. However, if you're not completely satisfied with your purchase, you may return it within [X] [days/weeks/months/forever].

To return your product, simply [send it back with X conditions/original packaging/ packaging included but may be opened/without packaging/etc] or contact us at [your email address] or [your phone number] for more information, and we'll be happy to help.

Exchanges

If your order didn't come out quite right, we'd be happy to replace it. Simply send back the product [with X criteria, same criteria as above, or get in contact with us] and we'll send you a new product free of charge.

Refunds

If you return the product under the above conditions, we can offer you a full refund plus shipping [or detail that the customer has to pay to ship it back]. If you are eligible for a refund, your money will be sent back via the original method of payment.

Store Credit

If you return the product but it [has been damaged/doesn't have original packaging/criteria you decide] we can offer you store credit in lieu of a refund. You can expect your refund or store credit within [X] amount of business days. [*Note: choose a length of time that is actually feasible for your store*]

Questions? Contact us!

If you have any questions, comments, or you just want to say hi, feel free to contact us at [your email address] or [your phone number].