

RETURN POLICY AGREEMENT

Policy Number: _____

Effective: _____

1. Purpose

This Return Policy Agreement (“Agreement”) establishes the terms and conditions under which customers (hereinafter “Buyer”) may return products purchased from the Seller. This Agreement is legally binding and enforceable under the laws of the United States of America.

2. Return Eligibility

Products are eligible for return only if they are in their original condition, unused, and in their original packaging. Returns must be initiated within the time frame specified by the Seller, and proof of purchase is required. Non-returnable items include, but are not limited to, customized products, perishable goods, and final sale items.

3. Return Process

To initiate a return, Buyer must contact Seller’s customer service to obtain a Return Merchandise Authorization (RMA) number. The RMA number must be included on the return package. Buyer is responsible for shipping costs unless the return is due to Seller’s error. Returns without an RMA number will not be accepted.

4. Refunds and Exchanges

Upon receipt and inspection of the returned product, Seller will notify Buyer of the approval or rejection of the refund. Approved refunds will be processed within a reasonable period and credited to the original payment method. Exchanges will be handled as per Seller’s policies and product availability.

5. Shipping Costs

Buyer shall bear all costs associated with return shipping unless the product is defective or the return is due to Seller’s error. Seller is not responsible for lost or damaged return shipments. It is recommended that Buyer use a trackable shipping method.

6. Defective or Damaged Items

If Buyer receives a defective or damaged item, Buyer must notify Seller within a reasonable time. Seller will provide instructions for return or replacement. Proof of damage or defect may be required. Seller’s liability is limited to the replacement or refund of the defective or damaged product only.

7. Limitations and Exclusions

Seller makes no warranties beyond those stated herein. This Agreement does not affect Buyer’s statutory rights where such rights cannot be excluded or limited by law. Seller shall not be liable for incidental, consequential, or punitive damages arising from the sale or use of the products.

8. Governing Law and Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of the United States of America, without regard to its conflict of laws principles. Any disputes arising under or in connection with this Agreement shall be subject to the exclusive jurisdiction of the federal and state courts located in the Seller's principal place of business.

9. Amendments

No amendment or modification of this Agreement shall be valid unless in writing and signed by both parties.

10. Severability

If any provision of this Agreement is held to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

11. Entire Agreement

This Agreement constitutes the entire agreement between Buyer and Seller with respect to returns and supersedes all prior agreements and understandings.

SELLER'S AUTHORIZED SIGNATURE

BUYER'S ACKNOWLEDGMENT

Signature: _____

Signature: _____

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