

## **CANCELLATION POLICY MODEL/RETURN/EXCHANGE POLICY**

*(You can use this as a general reference. Just fill in and adjust according to your business requirements)*

### **CANCELLATION/RETURN/EXCHANGE POLICY**

#### **Cancellation Policy:**

Order cancellations can be made within X hours of placing the order. Please contact our customer service as soon as possible to request a cancellation.

Once the order has been shipped, cancellations may not be possible. In such cases, the return process will need to be followed (see Return Policy below).

#### **Return Policy:**

We accept returns for eligible products within X days of receipt.

To be eligible for a return, the product must be unused, in its original packaging, and in the same condition as when it was received.

Proof of purchase or receipt is required for all returns.

Customers are responsible for the return shipping costs, unless the return is due to a damaged or defective product.

#### **Exchange Policy:**

We offer exchanges for products that are damaged or defective upon receipt.

If you need to exchange a product, please contact our customer service within X days of receipt to initiate the exchange process.

Exchanges are subject to product availability. If the requested product is unavailable, a refund or store credit may be offered as an alternative.

#### **Process for Returns and Exchanges:**

To initiate a return or exchange, please contact our customer service for further instructions.

Products should be securely packaged to prevent damage during the return shipping process.

Once we receive and inspect the returned product, we will process the refund/exchange within X business days.

#### **Exceptions:**

Certain products, such as personalized or customized items, may not be eligible for returns or exchanges. Please check the product description or contact our customer service for more information.

Please note that these cancellation, return, and exchange policies are subject to change without prior notice. We recommend communicating your policies clearly to your customers to ensure a smooth and satisfactory shopping experience.

If you have any questions or need further assistance regarding cancellations, returns, or exchanges, please don't hesitate to contact our customer service.

Remember to adapt these policies to your specific marketplace and business requirements.