

## **REFUND POLICY MODEL**

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

### **REFUND POLICIES**

#### **Returns and Refunds:**

We accept returns and offer refunds in the following cases:

- Damaged during shipping: If you receive a damaged product, please contact us within X days of receipt to arrange for the return and refund.
- Defective products: If the product has manufacturing defects, please contact us within X days of receipt to request a return and refund.
- Incorrect order: If you receive a product different from what you ordered, please contact us within X days of receipt to coordinate the return, replacement, or refund.

#### **Return Conditions:**

- Products must be in their original condition, unused, with all original tags and packaging.
- Proof of purchase or receipt is required to process the return.
- Some products may have return restrictions due to their nature, such as intimate items, perishable goods, or custom-made products. Please check the product page for specific return policies.

#### **Return Process:**

- If you wish to return a product, please contact our customer service for assistance. We will provide detailed instructions on how to proceed with the return and refund.

#### **Return Shipping Costs:**

- In cases of returns due to damaged or defective products, we will cover the return shipping costs. However, for customer-initiated returns, the return shipping costs will be the responsibility of the customer.

#### **Refund Timeline:**

- Once we receive and process the return, we will issue the refund within X business days. Please note that the processing time may vary depending on the payment method used and the financial institution.

Please note that these refund policies are subject to change without prior notice. We recommend communicating your refund policies clearly to your customers to avoid any confusion.

If you have any questions or need further information regarding our refund policies, please feel free to contact our customer service.

Please make sure to tailor these policies to your specific business needs and review them carefully before implementing them on Surprise Factor marketplace.