# Sample Return and Refund Policy Template

**How to Use the Template**

1. **Fill in Business and Contact Details:** Before you publish it, fill in all the [brackets] with your business info and contact details.
2. **What this Template covers:** The template covers selling physical goods and includes sections for business-to-consumer (B2C) sales. Make sure these sections match what your business offers.
3. **Tailor to Legal Jurisdictions:** The template includes parts relevant to the EU, so make sure they comply with the laws where your customers are.

# Return and Refund Policy of [website name]

Our website is provided by:

[name/company and full address]

**Contact email:** [email address]

You must read this document carefully.

This document was generated with the use of the [Return and Refund Policy Template](https://www.iubenda.com/en/help/171443-free-return-and-refund-policy-template).

### Right of withdrawal

Unless exceptions apply, if you qualify as a European consumer, you have the right to withdraw from a contract within a specified period (usually 14 days), without giving any reason. If you don’t fit this qualification, you cannot benefit from the rights described in this section.

#### Exercising your right of withdrawal

To withdraw from a contract, you must inform us clearly of your decision. This can be done using a withdrawal form or by any other clear statement. Make sure to do this before the withdrawal period ends.

#### Withdrawal period

* for goods, the withdrawal period ends 14 days after you or a designated third party takes physical possession of the goods;
* for multiple goods ordered together or delivered separately, the withdrawal period ends 14 days after you or a designated third party acquires physical possession of the last good.

#### Effects of withdrawal

If you correctly withdraw from a contract, we will reimburse you for all payments made to us, including any delivery costs, if applicable.

However, any additional costs resulting from choosing a delivery method other than our standard option will not be reimbursed.

We will process your reimbursement promptly and no later than 14 days after we receive your withdrawal notification. Reimbursements will be made using the same payment method you used for the initial transaction unless agreed otherwise. You will not incur any costs or fees for this reimbursement.

## Information about this document

This document was generated with the use of the [Return and Refund Policy Template](https://www.iubenda.com/en/help/171443-free-return-and-refund-policy-template).

#### ... on the purchase of physical goods

Unless we have offered to collect the goods, you must return them to us or to a person authorized by us without delay and no later than 14 days after notifying us of your decision to withdraw from the contract.

Your deadline is met if you hand the goods to the carrier or return them as instructed before the 14-day period expires. We may withhold reimbursement until we receive the goods or until you provide evidence of returning them, whichever occurs first.

You are responsible for any diminished value of the goods resulting from handling beyond what is necessary to establish their nature, characteristics, and functioning.

You will bear the costs of returning the goods.

### Contact

All communications must be sent using the contact information provided in this document.

**Example withdrawal form**

Addressed to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I/We hereby give notice that I/we withdraw from my/our contract of sale of the following goods/for the provision of the following service: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert a description of the goods/services that are subject to the respective withdrawal)

Ordered on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert the date)

Received on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert the date)

Name of consumer(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address of consumer(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(sign if this form is notified on paper)

## INFORMATION ABOUT THIS DOCUMENT

This document was generated with the use of the [Return and Refund Policy Template](https://www.iubenda.com/en/help/171443-free-return-and-refund-policy-template).