



Zoho
Commerce

Return & Exchange Policy Page

Return & Exchange Policy

This Return and Exchange Policy sets out the terms and conditions under which _____ (Insert Seller Name) (“we”, “our”, or “us”) accepts returns and processes exchanges in respect of products purchased from us.

I. Eligibility

You may request a refund or exchange if:

- You received a defective, damaged, or incorrect product.
- You raise the return or exchange request within ___ days from the date of delivery.
- The item is unused.

II. Non-Eligible Products

Some products may not be eligible for returns or exchanges, such as _____ (enter applicable item names). Such details will be clearly displayed on the relevant product page. Please check the product information before placing your order.

III. How to Request a Return or Exchange

To initiate a return or exchange, contact us at _____ (Insert email address) with your order number and a brief explanation of the issue, along with a supporting photograph of the issue. You must return the product in its original condition and packaging to our delivery partners. We will communicate the pickup schedule in advance, and you are required to ensure availability at the delivery address at the agreed time to facilitate pickup. You must ensure the package is returned along with its original packaging.

IV. Refund Process

Once we receive and inspect the returned product, approved refunds will be issued to the original payment method within ___ days.

V. Exchange Process

Once we receive and inspect the returned product, approved exchanges will be processed within ___ days, subject to product availability. The replacement product will be dispatched to the original delivery address.

VI. Contact Us

If you have any questions or grievances, you can reach out to us at _____ (Insert email address).