

Returns & Refund Policy

Welcome to **[Website name]**! We strive to make your shopping experience as smooth as possible. Below you will find our return and refund policy.

Returns

Our goal is that you will be completely satisfied with your **[Website name]** purchase. If at any time you receive a product from us that is damaged or defective, please contact us as soon as possible so we can make our mistake right.

If you decide that you simply do not want an item that you purchased, you may return it within 30 days of receipt if it is in "good as new," resellable condition.* Cost of shipping (both from us to you and your return shipping to us) is not refundable.

*"Good as new" condition means books must be undamaged

How to Request a Return

- Please contact us by email to request a return.
- Please provide your order number, the name of the item you wish to return and the reason for return.

Refund Policy

1. Refund Period: Once we have received and inspected your return, we will process your refund within 7 business days.
2. Refund Method: Refunds will be made using the same payment method used for the original purchase, unless otherwise agreed.
3. Refund Amount: The refund amount includes only the price of the returned item. Shipping costs are non-refundable.
4. Missing Refunds: If you have not received a refund after 7 business days, please contact us for further assistance.

Exchange Policy

1. Exchange Period: You have 30 days from the date of receipt of your order to exchange an item for a different size, color or style, subject to availability.

2. Conditions for Exchange: ○ Items must be in "good as new," resellable condition as described above. ○ Items that do not meet these conditions are not eligible for exchange.
3. How to Request an Exchange: ○ Please contact us by email to request an exchange. ○ Please provide your order number, the name of the item you would like to exchange and the size, color or style you would like.
4. Shipping Costs: The costs for returning the original item and shipping the exchanged item are at the customer's expense.

Cancellation Policy

1. Cancellation Period: You can cancel your order before it is shipped. Please contact us as soon as possible if you want to cancel your order.
2. How to Cancel an Order: ○ Please contact us by email to request your cancellation. ○ Please include your order number and the reason for cancellation.
3. Cancellation After Shipment: If your order has already been shipped, you can still cancel it according to our returns policy as described above.

For further questions or information about our returns and refund policy, please feel free to contact us:

- Our Contact Us page
- Email:
- Phone:

This policy applies to all purchases made at **[Website name]**.