

Sample Refund Policy

Clover provides this sample refund policy (**Sample Refund Policy**) as a reference to help you or your legal counsel prepare your own refund policy. Ultimately, it is your decision to choose how your business will accept returns and process refunds and accurately explain it to your customers.

The Sample Refund Policy may not address your needs – and you should not rely on it or assume it is appropriate for your needs. You must review the terms of the Sample Refund Policy and make changes to it to reflect your business policies. This Sample Refund Policy does not constitute legal advice to you, and you are solely responsible for obtaining independent legal advice to determine what agreements are appropriate for your needs.

The **green-highlighted** language below is intended to provide information to help you and/or your legal counsel identify appropriate disclosures that may be unique for your business. The **yellow-highlighted** language below is intended to identify information that you should fill in.

If you use a sample refund policy as the template for your own refund policy, **before finalizing the document, please be sure that:**

- Your policy fully and accurately describes **your** refund practices and does not omit any material information; and
 - You erase (or update) all highlighted language in the document, and do not include this introduction in your refund policy.
 - After you initiate a refund, it may take up to **15 business days** for your customer receive the refund.
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Refund Policy for [MERCHANT NAME]

Merchant only accepts returns for defective items

We do not accept returns or exchanges unless the item you purchased is defective. If you receive a defective item, please contact us at the phone number or email address below with details of the product and the defect, and we will give you instructions on how to return the product.

You will be responsible to pay for any shipping fees to return your item. We are not responsible for any loss or damage during shipment. Shipping charges for all returns must be prepaid and insured (if you choose to insure the item) by you. If your return is eligible for a refund, the refund will not include any shipping and handling charges that may be shown on the packaging slip or invoice.

When we receive the returned product, we will examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price (using your original method of payment). Shipping and handling charges you already paid are not refundable, and any amounts refunded will not include the cost of shipping. It may take up to **15 business days** after you receive an email from us for you to see the refund on your statement.

Contact Information:

[Business name]

[Phone number for returns or refunds]

[email address for returns or refunds]

[address for returns, if applicable]

Customers may return unopened items

1. Returning unopened items:

We accept returns **on new, unopened** items. You may return unopened items in the original packaging within **30 days** of your purchase with receipt or proof of purchase. If **30 days** or more have passed since your purchase, we cannot offer you a refund or an exchange.

Only regular priced items may be refunded. Sale items are non-refundable.

To follow-up on the status of your return, please contact us at the phone number or email address below.

2. Exchanges

We only exchange goods if they are defective or damaged. In circumstances where you consider that a product is defective, please contact us within **30 days** of your purchase at the phone number or email address below with details of the product and the defect, and we will give you instructions on how to return the product.

3. Exceptions

Some items are non-refundable and non-exchangeable. These include described on our website as non-refundable, sale, or final-price.

4. Shipping

You will be responsible to pay for any shipping fees to return your item. We are not responsible for any loss or damage during shipment. Shipping charges for all returns must be prepaid and insured (if you choose to insure the item) by you. If your return is eligible for a refund, the refund will not include any shipping and handling charges that may be shown on the packaging slip or invoice.

To return or exchange the item you purchased, please mail the item, a copy of your receipt, and any other information about your purchase to the address listed in contact information below:

[Business name]
[address for returns]

5. The Process

When we receive your item, we will examine it and notify you via email, within a reasonable period of time, whether you are entitled to a refund or an exchange.

If you are entitled to a refund, we will refund your purchase price and a credit will be applied to your original method of payment. Shipping and handling charges you already paid are not refundable, and any amounts refunded will not include the cost of shipping. It may take up to **15 business days** after you receive an email from us for you to see the refund on your statement.

If you are entitled to a replacement, we will send you a replacement to your original shipping address.

6. Contact Information:

[Business name]
[Phone number for returns or refunds]
[email address for returns or refunds]
[address for returns, if applicable]