

# Return Policy Template for Your Dropshipping eBay Store

## Return Eligibility

- We accept returns within **30 days** of delivery.
- To be eligible for a return, the item must be **unused, in its original condition**, and with all original packaging and tags intact.
- Certain items are **non-returnable**, including personalized products, perishable goods, and items marked as "final sale."

## Return Process

1. **Contact Us:** To initiate a return, please contact us through eBay messaging within the return period. Provide your order number and reason for the return.
2. **Return Authorization:** Once your return request is approved, we will provide you with a Return Authorization (RA) number and detailed return instructions.
3. **Return Shipping:** Please ensure the item is securely packed to avoid damage during transit. Include the RA number with your return.
4. **Return Address:** Ship the item to the return address provided in the return instructions. Please note that return shipping costs are the responsibility of the buyer unless the item received is defective or not as described.

## Refunds

- Once we receive and inspect your returned item, we will process your refund within **7 business days**.
- Refunds will be issued to the original payment method. Please note that it may take additional time for your bank or credit card provider to process and post the refund to your account.
- **Shipping costs** are non-refundable unless the return is due to a defect or error on our part.

## **Exchanges**

- If you wish to exchange an item, please follow the return process to return the original item and place a new order for the replacement.
- Exchanges are subject to product availability. If the desired item is unavailable, a refund will be issued.

## **Defective or Incorrect Items**

- If you receive a defective or incorrect item, please contact us immediately with a description of the issue and, if possible, photographs.
- We will arrange for the return of the defective or incorrect item at no cost to you and will provide a replacement or full refund.

## **Return Shipping Costs**

- The buyer is responsible for return shipping costs unless the item received is defective, damaged, or not as described. In such cases, we will cover the return shipping costs.
- We recommend using a trackable shipping service or purchasing shipping insurance for returns, as we cannot guarantee receipt of your returned item.

## **Non-Returnable Items**

- The following items are non-returnable:
  - Personalized or custom-made items.
  - Perishable goods (e.g., food, flowers).
  - Items marked as "final sale" or "clearance."
  - Digital downloads or software.

## **Late or Missing Refunds**

- If you haven't received your refund after 10 business days, first check your bank account again.
- Contact your credit card company, as it may take some time before your refund is officially posted.

- If you've done all of this and still have not received your refund, please contact us for further assistance.

## **Damaged or Lost Returns**

- We are not responsible for returns that are damaged or lost in transit. Please ensure items are packaged securely and consider using a trackable shipping service.

## **Additional Information**

- Please contact us if you have any questions about our return policy. Our goal is to ensure your complete satisfaction with your purchase.