**Return Policy**

Return policies are very industry and location specific. Following are some main return issues you need to define for your store.

**WHAT can be returned?**
Are all your products returnable or do some restrictions apply?

**WHEN do items need to be returned by?**
Set the time limit for returns.

**WHERE do items need to be returned to?**

**HOW do customers return items?**
Tell the customer how to return items, what documentation they need etc.

**SHIPPING for returns?**
Are original shipping rates refundable? Does customer pay for shipping the return?

**CREDIT for returns?**
Set how customer is credited for returned item.

**In store return option?**
If you have brick and mortar locations, can customers return items there. Provide locations, directions and hours of operation.

**Packing materials?**
Do items need to be in original packaging for returns?