Goods Return/Cancellation Policy - Sample Framework

[E-commerce entities are required to have a clear goods return/ cancellation policy. They may use this sample to devise their own policy but it must be in complete harmony with the Guidelines on e-commerce, 2019. Given below is the sample for reference]

1. **Registered Business Name**... **Contact No**.................................

2. **Pre-delivery Cancellation (optional):**
    1. Specify a time period after the date of order when a customer can cancel their order for a full refund of the cost of the good(s). If the time limit is crossed, the business entity may not be liable to make a full refund to the customer, even if the customer has already made the payment.

3. **Post-delivery Cancellation or Return:**
    1. To be eligible for return, a receipt or a proof of purchase is required.
    2. The returned item must not be used and must still be in the original packaging, in the same condition that the customer has received.
    3. Refunds for packaging/ delivery/ shipping charges of the good(s) ordered may not be eligible for refund. The business may decide if refunds are to be given for goods or services that are offered on 'sale'.
    4. The business may decide if returns for goods such as food, flowers, newspapers or magazines, personal care items, sanitary products, etc. are entertained.
    5. The business may decide to grant partial refund for certain goods under certain conditions.

4. **Acceptance and Method of Refund:**
    1. Once the return is received, the business entity should notify the receipt of the returned item, and the eligibility of the refund.
    2. The time within which refund is made and how it will be made needs to be specified.

5. **Replacement / Exchange**
    1. In case goods are damaged during transit or a wrong type of goods is delivered, the cost of product replacement or exchange, which must be borne by the supplier., should be specified.
    2. The business may specify the time period within which damage claim must be notified.
    3. The business may specify conditions necessary for replacement/ exchange.

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