



TF EMPIRES

Refund & Cancellation Policy Template

Set clear expectations around refunds, cancellations, and returns.

Purpose of This Policy

A Refund & Cancellation Policy explains when customers may cancel services or request refunds and when refunds are not available.

Core Sections Included

1. Eligibility for Refunds
2. Non-Refundable Items or Services
3. Cancellation Timeframes
4. How to Request a Refund or Cancellation
5. Processing Time for Refunds
6. Chargebacks & Payment Disputes
7. Subscription Cancellations
8. Partial Refunds (if applicable)
9. Exceptions or Special Circumstances
10. Policy Changes
11. Contact Information

Implementation Notes

- Policies should be presented before purchase or checkout
- Digital products and services often have different refund rules
- Subscription cancellation rules must be clearly disclosed
- Payment processors may have additional requirements
- Policies must be followed exactly as written

Clear refund policies protect revenue while maintaining customer trust.