

An online store displaying our Return Policy Agreement Seal agrees* to:

- * Accept eligible returns within 30 days of customer receiving order.
- * Clearly label a non-returnable item as such in the product description.
- * Refund the money in the same way the customer originally paid.
- * Process refunds within one week of receiving an authorized return.
- * Charge no more than 10% or \$10 (whichever is greater) as a restocking fee.
- * Pay for all standard shipping costs, charge no restocking fees and accept all returned items when the return is a result of the retailer's error.

The above are the minimum standards for an online retailer to have a fair and reasonable return policy. These recommendations work for most online stores, but may not be appropriate for all e-retailers. A store displaying our seal agrees to follow these recommendations, but there is no guarantee they will follow through with the agreement. Be sure to read the online retailer's return policy very carefully and do plenty of research on the retailer before making a purchase.