No Refund Policy Template

Business name: _____ **Effective date:** _____ dd / mm / yyyy

Trading address: _____ **Version:** _____

Contact email: _____ **Contact phone:** _____

BEFORE YOU PUBLISH THIS

Not legal advice This is a general template, not legal advice. Consumer protection, healthcare and employment law vary by state. Have an attorney licensed in your state review the finished document before you use it with clients.

A blanket no-refund rule is not enforceable everywhere Several states require sellers to post refund terms conspicuously, and some limit or void a no-refund term that was not disclosed before purchase. Separate rules apply to goods sold at a distance, to prepaid packages and gift certificates, and to services that have not yet been delivered. Check your state before relying on this.

1. POLICY STATEMENT

Suggested wording. Replace the bracketed parts and delete anything that does not match how you actually trade.

All sales of [products or services] are final. We do not offer refunds, exchanges or credit except where required by law or where this policy says otherwise.

Applies to: _____ **Does not apply to:** _____

Policy owner: _____ **Date last reviewed:** _____ dd / mm / yyyy

2. WHERE THIS POLICY IS DISPLAYED

Disclosed before purchase at

- ☐ Point of sale
- ☐ Website checkout page
- ☐ Booking confirmation email
- ☐ Printed receipt
- ☐ Treatment or service agreement
- ☐ Price list
- ☐ Reception signage

Disclosure is what makes it stick A refund term the customer did not see before paying is the easiest kind to challenge. Record where and when the customer was shown it, and keep that record with the transaction.

3. DEPOSITS AND CANCELLATIONS

Cancelled more than [X] hours before — Charge:

Cancelled more than [X] hours before — Notes

Cancelled less than [X] hours before — Charge:

Cancelled less than [X] hours before — Notes

Did not attend — Charge: _____

Did not attend — Notes

Rescheduled once within notice — Charge:

Rescheduled once within notice — Notes

Cancelled by us — Charge: _____

Cancelled by us — Notes

Deposit amount or percentage: _____ Notice period required: _____

Is the deposit redeemable: _____ Expiry of credit if offered: _____

4. EXCEPTIONS WE DO HONOUR

We will refund or remedy where

- [ ] The product is faulty or not as described
- [ ] The service was not delivered
- [ ] We cancelled or could not attend
- [ ] A legal right to cancel applies
- [ ] A clinical reason means treatment cannot proceed
- [ ] A duplicate or incorrect charge was taken

Any further exceptions specific to your business

5. HOW A CUSTOMER RAISES A CONCERN

1 Contact us at [email] or [phone] within [X] days, with the order or booking reference. 2 We acknowledge within [X] business days. 3 We respond with a decision within [X] business days. 4 If you are not satisfied, you may ask for the decision to be reviewed by [role].

Complaints contact: _____ Response time committed: _____

Escalation contact: _____ Chargeback contact: _____

CUSTOMER ACKNOWLEDGEMENT

☐ I have read and understood the refund policy above, and I understand that my purchase is final except in the circumstances listed.

Customer signature
Printed name: _____

Staff signature
Date: _____ dd / mm / yyyy

Sources: General-purpose template. Not legal advice. Have an attorney licensed in your state review it before use.