

**DISCLAIMER:** This template is for informational purposes only and should not be considered legal advice. Using this template or parts of this template is reasonable only if your company's operations can guarantee adherence to what is stated in the template. Consult a legal professional to ensure your refund policy complies with applicable laws and regulations.

# [Your Company Name] SaaS Refund Policy Template

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At [Your Company Name], we strive to provide exceptional software and services that meet your needs. This Refund Policy outlines the terms and conditions under which you may request and receive a refund for our SaaS product. We believe in transparency and want to ensure you understand our commitment to customer satisfaction.

## 1. Refund Eligibility

### 1.1 Refund Window:

- You may request a refund within [**Refund Window (e.g., 7, 14, or 30 days)**] of your initial purchase date.
- **Optional Variation:** For specific products or plans, a different refund window may apply (e.g., enterprise plans with longer windows).

### 1.2 Valid Reasons for a Refund:

Refunds will be considered for the following reasons:

- **Technical Issues:** The product consistently fails to function as advertised or promised, despite reasonable attempts to resolve the issue through our support channels.
- **Non-Delivery of Promised Features:** Key features or functionalities essential to the product's advertised value are missing or not functioning as described.
- **Unclear Marketing or Sales Practices:** The product was materially misrepresented in marketing materials or sales pitches, leading to a significant misunderstanding of its capabilities.
- **\*\* Optional Addition:** Billing Errors (e.g., incorrect charges, duplicate charges, lack of notification)

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### 1.3 Reasons for Ineligibility:

Refunds will **not** be granted for the following reasons:

- **Change of Mind or No Longer Needed:** You simply decided you no longer want or need the product.
- **Minor Issues:** The issue could be resolved through our customer support channels.
- **Inadequate Review:** You did not thoroughly evaluate the product's features and functionality before purchase.
- **\*\* Optional Addition:** Specific non-refundable items or services (e.g., setup fees, custom integrations)

## 2. Refund Review Process

- All refund requests will be thoroughly reviewed to determine if they meet our eligibility criteria.
- We reserve the right to deny refund requests that do not comply with this policy.
- **\*\* Optional Addition:** In some cases, we may offer alternative solutions, such as product credits or discounts on future purchases.

## 3. How to Request a Refund

1. Contact our customer support team at [Email Address] within the refund window.
2. Provide your name, email address, order/invoice number, and a detailed explanation of your reason for requesting a refund.
3. Our team will review your request and respond within **[Processing Time (e.g., 3 business days)]**.

## 4. Refund Processing Time

- Approved refunds will be processed within **[Processing Time (e.g., 5-7 business days)]** and credited back to your original payment method.

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## 5. Additional Notes

- This Refund Policy may be updated from time to time. We encourage you to review this policy periodically.
- This policy does not limit any consumer rights you may have under applicable law.