

Shipping & Returns Policy Generator

India SMB

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Drafts clear shipping, returns and refund (and COD) policies for your online store, aligned to the Consumer Protection (E-Commerce) Rules. Use this to publish store policies; to write the product listings use the Product Listing Builder.

Purpose of this tool & output

Create clear shipping, returns and refund policies for your store

How the output is used

Adopt the generated shipping, returns and refund policy to set clear, fair rules for your store and customers.

Who receives it

Approved by you (the owner); published to customers on your store, website and marketplace listings.

Important cautions

Must comply with Consumer Protection (E-Commerce) Rules 2020 and each marketplace policy.

Companion documents

- ONDC Seller Onboarding Guide
- Online Marketplace Selector
- Product Listing Builder
- Online Pricing Strategy

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.