

Return Policy

We reserve the right to limit or refuse any refund or exchange. All returns or exchanges are subject to a third-party verification process.

Return in Store

Most unopened items in new condition purchased from a CVS Pharmacy® store or on CVS.com® can be returned to any CVS Pharmacy store within 60 days of purchase for exchange or refund subject to the restrictions and requirements below. For faster return processing, please bring your receipt or packing slip, the credit card used to make your purchase, and a valid photo ID.

- For any return or exchange, you may be asked for valid photo identification.
- Items that are opened or damaged, do not have a receipt, or do not pass our third-party verification process may be denied a refund or exchange.
- Items presented for return with the original receipt may receive a refund or store credit in the amount of the original purchase price. If you paid for the item using a credit card or debit/cash card, your refund will be made to the card you used to make your purchase.
- Items presented for return without the original receipt may be exchanged for the same item or a refund in the form of a store credit. A refund for a return without a receipt may be limited to the lowest advertised price in the 60-day period prior to the return.
- Gift cards, pre-paid cards, and phone cards cannot be returned or exchanged, except where required by law.
- Due to health and safety concerns, some Healthcare items, Home Health and Personal Care products cannot be returned even if they are not opened and no refunds can be issued for such items.
- Special-order items like footwear, motorized scooters and lift chairs cannot be returned to CVS Pharmacy stores. Please contact Customer Care at 1-888-607-4287 to return these items.

Return by Mail

Items purchased at CVS.com that are eligible for return or exchange at a CVS Pharmacy store may also be returned by mail within 60 days of purchase. Call Customer Care at 1-888-607-4CVS (1-888-607-4287) before returning items by mail. We'll work with you to ensure that both your return and credit refund are processed accurately.

Other Important Information

- **Why We Need Your ID** – We use a third party to help prevent losses by detecting improper returns, and, except where prohibited, require a valid photo ID for all store returns that lack proof of purchase such as a receipt. Reimbursements on returns lacking proof of purchase may be denied or limited. Our third-party processor may record your ID information when you return an item, and keep it in a secure database to help us validate future returns. You may request a copy of your Return Activity Report by calling 1-855-837-3424.
- **Prescription Purchases** – This policy does not apply to prescriptions. The return policy for prescriptions purchased in store is available at your pharmacy. If you have questions or concerns about prescription items ordered through CVS.com, call Customer Care at 1-888-607-4CVS (1-888-607-4287). Due to legal restrictions, prescription medications ordered online can't be returned to CVS Pharmacy stores.
- **Damaged Package or Order Discrepancy** – If you received a damaged package or there is a discrepancy in your CVS.com order, call Customer Care immediately at 1-888-607-4CVS (1-888-607-4287). We'll need your order number and the reason for your return. Shipping charges can't be refunded unless your merchandise arrived defective or damaged.

CVS Pharmacy reserves the right to revise or amend this policy at any time without advance notice or advertisement.

Effective date: April 1, 2017