



Questions? Call our Customer Service Area 1-888-728-7612 or 330-562-8022 or email us at sales@lipbalmnow.com

Return Goods Authorization

(No phone call required)

Your satisfaction is extremely important to Lip Balm Now. If you need to return a product, we will make every reasonable effort to satisfy you.

We will accept unwanted product in unused, unaltered condition with original undamaged packaging or defective product within 30 days of purchase for refund, credit, or exchange. After 60 days, we will offer an exchange or Lip Balm Now store credit with proof of purchase. We will not accept returns after 90 days.

Complete this form in its entirety to ensure your return is processed quickly and accurately. Include this form with the product(s) you wish to return. Clearance items are final sale only and are not accepted as returns.

1. Ship original form with your return. Keep a copy for your records.
2. Return item(s) and all related components to Lip Balm Now (in original packaging if possible).
3. Please address package to: Attention: Customer Returns
115 Lena Drive, Aurora, Ohio 44202.
4. Ship packages via UPS, FedEx, or USPS.
5. All returns within 60 days of purchase will be processed as Lip Balm Now store credit unless indicated otherwise below.
6. Please make sure you are compliant with shipping restrictions of hazardous materials.

Name: _____ **Email:** _____

Check here if you are returning the entire order. Include invoice number and explanation below.

Product # (Sku found on order)	Invoice # of Original Purchase	Qty	Reason Code (see below)	Exchange for Product	Explanation of Defect or Problem
<i>Example:</i> lip-12van50	12345	1	H	Original Clear	Received Original instead of Vanilla

(Please include a separate sheet of paper with additional products to be returned or other relevant information, if necessary.)

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|----------------------------|-------------------------------------|------------------|------------------------------------|
| A. Wrong Size | B. Defective/does not work | C. Quality Issue | D. Changed mind |
| E. Incorrectly ordered | F. Not as Described | G. Did not order | H. Different from what was ordered |
| I. No longer needed/wanted | J. Better price available elsewhere | K. Arrived Late | |

Action requested: Store Credit Refund*

*Refunds offered for returns less than 30 days from date of purchase.