

THE BODY SHOP®

RETURNS FORM

United States Returns

RETURN TO
 The Body Shop, 5036 One World Way, Wake
 Forest, NC 27587
Email: WebOrder@thebodyshop.com

PLEASE READ RETURN POLICY:

You can trust our products. We will gladly accept returns not meeting your expectations. Simply return your purchase with the receipt or original invoice to any of our locations or send the product by mail shipping prepaid by you, the customer, to the address above. Purchases made with a credit or debit card will be credited back to the card. If you do not have your receipt or original invoice, we will be happy to provide you with a gift card for the value of the product(s) to use online or in-store. We're sorry, but Gift Cards, Gift Checks, Love Your Body® Cards or Product Samples are non-refundable and non-replaceable. If you need to return or exchange an item, please use this form.

- 1) You may seek a refund of the purchase price (excluding original shipping costs) or you may ask for product(s) to be replaced or exchanged. Replaced or exchanged items must be of equal value as the initial item. Any balance will be payable by you.
- 2) You will need to return the item at your cost if you are seeking a replacement, exchange, refund, or additional merchandise, unless we indicate that this is not necessary. Please add shipping charges (available online). For your protection we suggest that you return via UPS or INSURED PARCEL POST. Do not return any merchandise air express or C.O.D.
- 3) If a mistake was made on our part, or a product was damaged upon receipt (reason codes 01-04) we will refund to you the shipping costs for such return as well as the shipping costs of your initial purchase provided the returned item is accompanied by carrier's invoice, showing the amount you paid for shipping back to us.
- 4) To exchange a product for another, please indicate in Returns the item you are returning and indicate in Exchanges the new item you want to receive.
- 5) Please indicate whether the item(s) you are returning was a gift. If the item was a gift we will refund your gift with a gift card for the value of the gift(s) to use online or in-store. Note: You must fill out section 4 - Customer Address to receive gift card.
- 6) Items sold in sets must be returned in their entirety.

1. RETURNS – list items you are returning below.					
Qty.	Item No.	Description of Merchandise Returned	Reason Code	Price	Total

2. EXCHANGES or ADDITIONAL MERCHANDISE					
Qty.	Item No.	Description of Merchandise	Price	Total	
Plus Shipping & Handling				\$	
TOTAL				\$	

3. INDICATE REASON CODES FOR RETURN

- (01) Arrived damaged _____
- (02) Not as expected _____
- (03) Received wrong item _____
- (04) Color Wrong / _____
- (05) Disliked product (please explain) _____
- (06) Disliked ingredient (please explain) _____
- (07) Reaction to product (please explain) _____
- (08) Other (Please explain) _____

4. CUSTOMER ADDRESS

5. PLEASE CHECK ONE

- Exchange
- Return Only