

# LIVING ROOM

– PHARMACY –

## RETURNS & EXCHANGES FORM

To return an item for refund or exchange, please complete this form and ensure that all steps and conditions of the Returns & Exchanges Policy are followed. A legible copy of your receipt is also necessary.

PLEASE DO NOT SEND ANY PRODUCT TO US UNTIL YOU HAVE BEEN INSTRUCTED TO DO SO BY OUR RETURN DEPARTMENT. YOU CAN CONTACT US AT:

[orders@livingroompharmacy.ca](mailto:orders@livingroompharmacy.ca) OR 1. 877.214.6337 OR 250.3385665

Please circle one:                      EXCHANGE                      RETURN

Order Confirmation Number: \_\_\_\_\_

Order Date: \_\_\_\_\_

Your Name: \_\_\_\_\_

Your email: \_\_\_\_\_

Your phone number: \_\_\_\_\_

Name of item(s) to be returned or exchanged:

\_\_\_\_\_

I would like a replacement:                      YES                      NO

Reason for the return or exchange request (circle what applies):

- I received the wrong item; the incorrect product, size, or colour was shipped.\*
- I received this as a gift, and I don't want it.\*\*
- I ordered the wrong item, size or colour.\*\*
- The product doesn't work upon first use.\*
- The product was damaged before or upon first use, however NOT during shipping.\*
- The product didn't work after first use. (After first use, the customer must contact the manufacturer).
- The product was damaged during shipping.\*
- I changed my mind or it doesn't fit.\*\*

\* Return/Exchange. LRP pays return shipping. Item must be in original undamaged packaging. \*\* Exchange only. Customer pays return shipping. Item must be in original undamaged packaging.

Comments: \_\_\_\_\_  
\_\_\_\_\_