

## Returning nonprescription items in store or online

We reserve the right to limit or refuse any refund or exchange.

### Return in Store

Fort Wayne Custom Rx offers a 100% satisfaction guarantee. If you're dissatisfied for any reason, products (opened or unopened) purchased from Fort Wayne Custom Rx or on Fwcustomrx.com can be returned to the 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 and the credit card used to make your purchase.

- 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 cannot be returned or exchanged.

### Return by Mail

Items purchased at Fwcustomrx.com that are eligible for return or exchange at our store may also be returned by mail within 60 days of purchase. Call us at 260.490.3447 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

- **Damaged Package or Order Discrepancy:** If you received a damaged package or there is a discrepancy in your Fwcustomrx.com order, call the pharmacy immediately at 260.490.3447. We'll need your order number and the reason for your return. Shipping charges cannot be refunded unless your merchandise arrived defective or damaged.

Fort Wayne Custom Rx reserves the right to revise or amend this policy at any time without advanced notice or advertisement. Effective date: March 1, 2018