We hope you are happy with your order, but if you’re not entirely satisfied with any of your items, you will find details of our returns policy below.

You have 14 calendar days from the date you received or collected your order to return any items you are not completely happy with. We must receive any item you return to us within 14 calendar days of your complete order being received by you.

Items must be returned in the condition you received them, which includes keeping any hygiene seals in place. You will lose your right to return an item if you unseal a product that needs to be sealed for health protection or hygiene reasons.

**Damaged and Faulty Items**

If any item we have supplied is damaged on receipt or develops a fault within 12 months of receipt, we will replace or repair the item free of charge or refund the price you paid for it together with any postage charges you paid for delivery. You may have additional manufacturers’ warranties with some products, such as electrical items, giving you additional rights and you should check these carefully.

If you believe any of the items you have ordered to be damaged or faulty, please contact our Customer Services team. Either email lponline@lloydspharmacy.co.uk, or call 0345 600 3565 during our opening hours (Monday-Friday 09:00-17:30, Saturday - 09:00-13:00) and we will advise how to return the items.

**How to Return Items**

If your unwanted items weigh less than 5kg you can return them either by post or to your local LloydsPharmacy store within 14 days of notifying us that you wish to return your items. PayPal orders cannot be returned to store and we cannot accept refunds at LloydsPharmacy in Sainburys stores.

**Returns By Post**

To return items by post please repackage them carefully and return them with a completed returns form (enclosed) to:

“FREEPOST LLOYDSPHARMACY ONLINE”

**Returns To Store**

To return items to your local LloydsPharmacy store you will need to take your packaging slip, along with the card you used to make payment, to the store so we can process your return. You must return your item(s) within 14 days of receipt of your total order. PayPal orders cannot be returned to store.

**Items Over 5kg and Larger Items**

If you wish to return an item that is over 5kg, please contact our Customer Services team. Either email lponline@lloydspharmacy.co.uk, or call 0345 600 3565 (Option 1) during our opening hours (Monday-Friday 09:00-17:30), (Saturday - 09:00-13:00).

**PayPal Refunds**

If you have paid for your order by PayPal, you can only return your order by post. PayPal orders cannot be returned to store.

**Refunds**

Your refund will be processed once we receive your returned items. Refunds are credited to the original card you paid with and will take 5-7 working days to be credited to your account, depending on your card provider.

We will refund any standard postage paid on orders returned in full. Unfortunately, we do not refund postage on return of part orders.

**Items that cannot be returned**

Unfortunately, you cannot return prescription medicines, love honey items or anything that is made from materials that may be distorted if worn. You have the right to reasonably inspect your items as you would in a shop, but you cannot return items that you have used, unless you are returning them because they are damaged or faulty.

Your order is subject to our Terms & Conditions which are available on our website here:

http://www.lloydspharmacy.com/en/info/TermsAndConditions
The goods in your order have been provided by LloydsPharmacy Limited, Sapphire Court, Walsgrave Triangle, Coventry, CV2 2TX.
LloydsPharmacy is a company registered in England and Wales under company number 758153 and which is registered for VAT under number 222516987.
Further information about us can be found at www.lloydspharmacy.com or in any LloydsPharmacy.

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To return items by post please repackage them carefully and return them to:

**FREEPOST LLOYDSPHARMACY ONLINE**

Please obtain a “Proof Of Postage” which you can ask for at any Post Office Counter.