

# Urban Apothecary Return Form

If you are not completely satisfied with an Urban Apothecary purchase for any reason, please return it for an exchange or website credit. We regret that we are unable to refund your original shipping charges unless the return was a result of our error.

## Return to UrbanApothecary.com by Mail

- Fill out return form. Include your name, email address and day/evening phone numbers so that we may contact you if necessary.
- Package your return item in the original Urban Apothecary packaging (if available). Otherwise, pack your return in a well-padded envelope or box to prevent damage during transit.
- Please send your return package via UPS or Parcel Post Insured. We can not be held responsible for packages lost in transit, so we highly recommend that you request postal parcel or UPS tracking of your return.

At this time, Urban Apothecary offers exchanges or online store credit by mail. When you return your purchase to UrbanApothecary.com by mail within 30 days of purchase date, you will receive an online store credit for the price of the item(s). It takes up to 30 days to process a return by mail and send your exchange or provide a online store credit. If you have any questions about your return, please call Customer Service, toll free at 1-866-97-URBAN (1-866-978-7226).

For Amazon.com returns received within 30 days from the purchase date, you will receive a Urban Apothecary online store credit. Once your Amazon.com return is processed, you will need to call 1-866-97-URBAN to redeem your Urban Apothecary online store credit.

Please note that the returns process may take up to 30 business days. If you are a registered Urban Apothecary customer, you will receive an email confirmation when your return is processed.

Confirmation Number :

qty	product description	unit cost	total	reason—please explain

Reasons:

- |                         |                             |
|-------------------------|-----------------------------|
| 1 – damaged in shipment | 4 – product not as expected |
| 2 – wrong item shipped  | 5 – arrived too late        |
| 3 – allergic reaction   | 6 – already have one        |

I prefer:  Online Store Credit or  Exchange for the following:

qty	product description	unit cost	total	color or style



(Please print clearly and legibly)

name \_\_\_\_\_

phone number (day) \_\_\_\_\_ phone number (evening) \_\_\_\_\_

email address \_\_\_\_\_

**thank you**  
please come again

**customer service**  
toll-free: 1-866-978-7226  
fax: 1-847-446-8768  
hours: 9-5 CST Monday – Friday

www.urbanapothecary.com

Urban Apothecary  
2035 Heather Terrace  
Northfield, IL 60093