

Refunds/returns

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

All returns or exchanges are subject to a third-party verification process.

Most new, unopened items purchased from CVS Pharmacy or CVS.com® can be returned to any CVS Pharmacy store within 60 days of purchase for exchange or refund. A full copy of our return policy including restrictions and requirements is available at [CVS.com/ReturnPolicy](https://www.cvs.com/ReturnPolicy).

- Valid photo ID may be required for any return or exchange.
- Items that are opened or damaged, missing a receipt, or do not pass our third-party verification process may be denied a refund or exchange.
- Items returned with the original receipt may receive a refund or store credit in the amount of the original purchase price. If your purchase was made with a credit card or debit/cash card, your refund will be made to that card.
- Items returned without a receipt may be exchanged for the same item or refunded as store credit. A refund for such a return may be limited to the lowest advertised price in the 60-day period prior to the return. Returns lacking proof of purchase also may be limited or denied.
- Refunds for items purchased online using PayPal will be issued in the form of a store credit. Customers seeking a refund to their PayPal accounts must contact Customer Care at 1-888-607-4287.
- Gift cards, prepaid cards and phone cards cannot be returned or exchanged, except as required by law.
- Due to health and safety concerns, some health care items, home health and personal care products cannot be returned even if unopened and no refunds will be issued.
- Special-order items like footwear, motorized scooters and lift chairs cannot be returned to CVS Pharmacy stores. Please contact Customer Care at 1-888-607-4287 for these returns.

Other important information

- **Why we need your ID** – A third-party processor helps us detect improper returns and prevent losses. Except where prohibited, we require a valid photo ID for all returns. Our third-party processor may record ID information during a return and keep it in a secure database to help us validate future returns. You may request a copy of your Return Activity Report by calling 1-855-837-3424.
- **Prescription purchases** – These policies do not apply to prescriptions. View the return policy for prescriptions purchased in store at your pharmacy. If you have questions or concerns about prescription items ordered through CVS.com, call Customer Care at 1-888-607-4CVS (1-888-607-4287). Legal restrictions prevent prescriptions ordered online from being returned in store.
- **Effective date: October 1, 2019** – CVS Pharmacy reserves the right to change our coupon and return policies at any time.