RETURN/EXCHANGE FORM

We at DHC sincerely thank you for your order.

DHC is committed to providing you high-quality products. If for any reason one of our products fails to meet your expectations, you can return merchandise ordered from our catalog or website at any time within 60 days of your order date for an exchange or refund of the purchase price.

1.800.DHC.CARE (342.2273)
CustomerService@DHCcare.com

0309-13

RETURN LABEL: USA

Order number _____
Name _____
Address _____
_____
City, State _____
ZIP code _____

RETURNS
DHC USA INCORPORATED
350 OLD SILVER SPRING RD STE 100
MECHANICSBURG PA 17050

RETURN LABEL: CANADA

Order number _____
Name _____
Address _____
City _____
Province _____
Postal code _____

Purolator Canada—Toronto
Borderfree Returns—DHC
1151 Martin Grove Road
Toronto, ON M9W 4W7
CA

Please begin here!

1. Please follow the RETURN/EXCHANGE instructions specific to your country (USA/CANADA).
2. Return your items with a copy of your invoice and this completed Return/Exchange Form in a prepaid parcel using an insured carrier. DHC is not responsible for return postage or lost or misdelivered items.
3. Fill in your return address and order number on the Return Label (at left) for your country. Attach label to the box securely, covering it with clear packing tape.
4. Please note that when returning items on which you have received a discount/offer, that discount/offer will no longer apply if you fall below the discount/offer threshold. Original shipping charges will not be refunded.

PLEASE NOTE:

- If your order arrived damaged, contact us right away at 1.800.DHC.CARE (342.2273) or CustomerService@DHCcare.com. Please retain the original packaging materials so that we may investigate.
- DHC cannot accept any returns for purchases made at any retail location or third party. Retail locations and third parties cannot accept returns for purchases made through our catalog or website.

RETURN: USA

- Include all information below and a Reason Code for each item returned. The more accurately you describe the reason, the better we can serve your needs in the future.
- We will credit your account by the transaction method used in your order.
- If the item was a gift, tell us the purchaser's name and we will send you back a gift certificate in the amount of the item returned, less shipping.
- Please allow up to four weeks to receive your refund or exchange, or up to two billing cycles for your credit to appear on your credit card statement.

EXCHANGE: USA

- To order an item in exchange for one you are returning, please place your order below. If your exchange requires additional payment, please select payment method.

RETURN: CANADA

- Include all information below and a Reason Code for each item returned. The more accurately you describe the reason, the better we can serve your needs in the future.
- We will credit your account by the transaction method used in your order.
- If the item was a gift, tell us the purchaser's name, and we will send you back a gift certificate in the amount of the item returned, less shipping.
- Refunds for orders paid by cheque can be mailed upon request and are subject to a CAD $15 processing fee.
- Please allow six to eight weeks to receive your refund or exchange, or up to two billing cycles for your credit to appear on your credit card statement.

EXCHANGE: CANADA

- To order an item in exchange for one you are returning, please place your order below. After receipt of your returned item, a DHC Customer Service representative will contact you to arrange for payment. (Please allow up to one week after receipt of your returned item to be contacted by Customer Service.) *Important! Do not send payment information with your exchange.*

Reason Codes: Please select one and enter under return section below.

A Didn't like texture/feeling on skin
B Didn't like natural scent
C Changed mind
D Damaged/defective
E Wrong item
F Item arrived too late
G Received as a gift: Please write purchaser's name and address
H Didn't agree with my skin type
I Didn't like color
Z Other (Describe in Comments)

USA/CANADA—I'm returning:

Reason Code	Product #	Product name	Qty. returning	Comments

USA only: I'm exchanging the products above for:

CANADA—Please see above for Exchanges.

Qty.	Product #	Product name	Product price	Total price

USA only: CREDIT CARD (Select one)

☐ MasterCard
☐ Visa
☐ American Express
☐ Discover ☐ JCB

CREDIT CARD NUMBER

EXPIRATION DATE

☐ USA only: CHECK or MONEY ORDER, payable to DHC. Your check or money order must accompany this form.

Notice to consumers paying by check: When you provide a check as payment, you authorize us to use information from your check to make a one-time electronic transaction from your account. When we do so, funds may be withdrawn from your account on the same business day. You will not receive your check back from your financial institution. If your check is declined, a fee may be assessed. **Checks must be imprinted with your name and physical address and an imprint of the check's issuing bank.**