



Returns

Returns are accepted **within 40 days** of order date if item[s] are returned in original condition with tags. Anything returned **after 40 days** of order date will not be eligible for refund or store credit.

A refund will be issued once we receive returned items. Please note that a \$10 label fee will be applied to each return package. Any items that are damaged when we receive them are not eligible for refund. For our full refund policy please visit goop.com/shipping-returns.

Domestic Returns (US only, 50 states)

Step 1 – Go to returns.goop.com, and enter the email address that you used to make your goop purchase. Follow the instructions to start your return, and obtain a pre-paid UPS label.

Before packing your items to send back, please make sure to include this form as well, indicating your reason code for return:

- A. Received wrong item
- B. Item is damaged
- C. Changed mind
- D. Not what I expected
- E. Ordered by mistake
- F. Item was too small
- G. Item was too large

Your Name: _____

Order #: _____

Item Name	Color	Size	Quantity	Reason Code

Step 2 – Pack items with tags, in their original packaging, along with this return form.

Step 3 – Attach the pre-paid UPS label, and drop it off at your nearest UPS location. If you would like to use your own shipping method, please keep a record of your return tracking, and send the package to the address below:

goop Returns, c/o Mercedes Distribution
Brooklyn Navy Yard, 63 Flushing Avenue, Building #3, Door
13 Brooklyn, NY 11205

International Returns

We currently do not offer pre-paid returns from international locations. If you would like to return items, please use your own shipping method, keep a record of your return tracking, and send your package along with this return form to the address above.

If you have any further questions, please email customerservice@goop.com