



Lois' Return Policy:

Unopened, unexpired items in new condition and returned within 30 days with a valid receipt will receive a refund or exchange. Some items, including those opened and used have a modified return policy noted below. Items that are opened or damaged may be denied a refund or exchange depending on condition of product and amount used. All returns and exchanges are at the managers discretion.

Return Exceptions:

Returns and exchanges must have a valid receipt.

Grocery Items: Unopened & unexpired grocery items, with valid receipt, may be refunded or exchanged. Items opened/used may only be exchanged for like or similar item or refunded to a Lois' gift card.

Health & Beauty Products: Unopened & unexpired health & beauty products, with valid receipt, may be refunded or exchanged. Items opened/used may only be exchanged for like or similar item or refunded to a Lois' gift card. CBD products cannot be returned or exchanged – all sales are final.

Vitamins & Supplements: Unopened & unexpired vitamins & supplements, with valid receipt, may be refunded or exchanged. Items opened/used may only be exchanged for like or similar item or refunded to a Lois' gift card. CBD products and Great Lakes Collagen/Gelatin cannot be returned or exchange – all sales are final.

Clothing: Unworn clothing, with a valid receipt and tags still attached, may be refunded or exchanged. Items that have been opened, worn or washed cannot be returned or exchanged. Underwear cannot be returned or exchange – all sales are final.

Jewelry: Unworn jewelry, with a valid receipt and original packaging, can be refunded or exchanged. Items that have been opened or worn cannot be returned or exchanged.

Lois' Gift Cards cannot be returned or redeemed for cash or credit except where required by law.

No refunds or exchanges will be given without a receipt.

However, we can attempt to look up the receipt for your purchase in store. Bring the item, a government-issued photo ID (such as a driver's license) and the method of payment used when purchased. The store can only look up receipts for purchases made using your Lois' Loyalty Member account in the store in which it was originally purchased in.

How you are refunded for your return:

Your refund will automatically go back to the original form of payment used for the purchase. In the event you used multiple forms of payment, your refund may be issued across all payment methods used.

Purchases made using a third party credit or debit cards may show duplicate charges under pending transactions until it has officially posted to the account.

Refunds to a third party credit card typically take 1-3 days. For information about refunds to a third-party credit card, contact your card-issuing financial institution.

Cash	Cash
Check	Cash - 10 days after date of purchase
Debit Card	Credit back to debit card used at time of purchase
Credit Card	Credit to third party credit card used at time of purchase (American Express, Discover, Mastercard or Visa)
Lois' Gift Card	Lois' Gift Card