



Returns

Returns are accepted **within 30 days** of receiving your order if item[s] are returned in original condition with tags. Anything returned **after 30 days** of receipt will not be eligible for refund or store credit.

A refund will be issued once we receive returned items. Please note that there will be a **\$10 label fee** 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 C/O Port Logistics Group
125 Castle Rd
Secaucus, NJ 07094

International Returns

Please email customerservice@goop.com with your order number to initiate a return. We can then email you a pre-paid return shipping label along with the required the necessary return commercial invoice.

Return shipping fee is CAD\$20 for Canadian returns, EUR€20 for French, German and Italian returns, and GBPE15 for returns from the United Kingdom.