



## **RETURN POLICY**

The Wilbur Chocolate Store and Webstore is committed to providing safe, quality products for our customers.

### **Food, Cosmetics, Bath & Body Products**

Apart from the one exception noted below, we will not accept any product returns. We will not offer a refund for any food, cosmetics, or bath and body products after the products leave our retail store or have been shipped.

We will process an exchange for these types of items if there is an identified food safety or quality concern with the purchased product.

The exchange can be for the same product, provided we have availability of the product, or for a different product of equal value.

### **Other Products**

All other items may be returned within 30 days of purchase with the original receipt for a product exchange, or a cash refund/credit card credit (based on the original payment type). The customer will be responsible for all shipping costs associated with the return.

For questions or inquiries regarding this policy, please ask for a location manager or call us at 888-294-5287 and ask to speak with a Wilbur Retail Manager.

Thank you!