

# Dr. Scholl's Money Back Guarantee Refund Form

All Dr. Scholl's products purchased directly from Dr. Scholl's or via a Dr. Scholl's authorized seller in Canada are eligible for the Money Back Guarantee ("MBG") as long as the required documentation is submitted as part of the request. Any refunds issued under the MBG will amount to only the cash value paid towards a product's listed price at the point of sale. Refunds will not include the value of any sales tax, shipping charges, reward points, discounts, coupons, rebates, or other amounts. Dr. Scholl's, our affiliates, our authorized sellers and resellers, and distributors make no warranties, express or implied, guarantees, or conditions with respect to the MBG.

Please note that Dr. Scholl's products purchased via eBay or any other unauthorized seller/reseller will not be eligible to participate in the MBG program. In these instances, you will need to directly contact the seller for any replacement or reimbursement. We are only able to honor MBG requests for products sold directly by Dr. Scholl's or through Dr. Scholl's authorized sellers of Dr. Scholl's products.

To request an MBG refund, please complete this form and return it to us at the address below via postal mail or email with the original dated sales receipt (all MBG requests must be received within 90 calendar days of original purchase), UPC code from the packaging, and lot number (lot number not required for insoles). **Please do not discard the product until after you have been contacted by our agent, as you may be required to return the product or provide proof of destruction to qualify for an MBG refund.** If all required documentation is not provided, Scholl's reserves the right to deny the MBG request.

To the extent permitted by applicable law, by participating in the MBG program you waive and release all claims relating to your purchase and/or use of any Dr. Scholl's products, including any product liability claims, beginning from the date you made your purchase. You waive the right to sue and seek compensation for damages that may arise from the use of Dr. Scholl's products, regardless of whether those products have been used properly or misused.

To the extent permitted by applicable law, and excluding residents of the province of Quebec, any dispute, claim or controversy arising out of or relating to your use of the products or request to participate in the MBG, shall be determined by arbitration. The arbitration shall be administered by JAMS pursuant to its Comprehensive Arbitration Rules and Procedures. You, the consumer, will bear the full cost of any arbitration proceedings.

**Scholl's Wellness Consumer Affairs**  
**138 E. Main Street, Suite 201**  
**Kent, Ohio 44240**  
**Email: [drscholls.care@drscholls.com](mailto:drscholls.care@drscholls.com)**

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Province/Territory: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Preferred contact method if needed:

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ or

Email Address: \_\_\_\_\_

Purchase Price: \$ \_\_\_\_\_

Purchase Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Lot number: \_\_\_\_\_ (Not required for insoles)

Lot number can be found on the bottom of the carton, bottle or can.



*\*Except for Odor-X® products where UPC is affixed to the can or bottle*

