Return and Exchange Policy, Including Coupons and Gift Cards

Updated 16 May 2024

This policy only applies to non-Avon purchases.

Returns: You may return most items\* within 14 days directly to Matthew Johnson. If you still have a copy of your receipt, and you provide it alongside your return, your refund will be processed either to your original form of payment, or an in-store credit (if you desire). If you are not providing a receipt you will receive the lowest sale price of the item within the last 365 days via in-store credit only. To assist in preventing fraud, certain identifying information may be requested at the time of your return. Any information recorded will be retained according to our privacy policy.

Exchanges: You may exchange most items\* within 14 days directly to Matthew Johnson. If you still have a copy of your receipt, and you provide it alongside your exchange, you will be credited the amount you actually paid towards the purchase of another item available for purchase at that time. If the item you would like to purchase is not available at the time of your exchange request, you will receive a gift card for the original sale price as indicated on your sales receipt which you can use to purchase that item, or any other item of your choosing, at a later date. If you fail to provide a receipt with your exchange, you will receive the lowest sale price of the item you are exchanging within the past 365 days in the form of an in-store credit. Again, you may be asked to provide certain identifying information that will be kept in accordance with our privacy policy.

Restocking fee(s): Certain items, like electronics, may be subject to a restocking fee. If this is the case the restocking fee will be noted either on the price tag, the item itself, your receipt or any combination of the preceding.

\*Items that may not be returned or exchanged include, but are not limited to:

* Food items (except expired/spoiled items at the time of purchase)
* Undergarments and swimsuits
* Fragrances, cosmetics, and personal care products that are more than 50% used/missing
* Gift cards and/or other monetary instruments
* Items marked “Final Sale” or otherwise indicated that no returns/exchanges are permitted
* Fees, payments, and costs associated with services provided and/or rendered
* Monetary transactions, including third party services and service providers

When it comes to returns and exchanges, Matthew Johnson reserves all rights and may refuse to accept a return or exchange for any reason, without notice. If you have any questions regarding this policy please contact Matthew Johnson directly.

Coupons and Gift Cards

All coupons hold no cash value and are non-transferrable. Matthew Johnson reserves all rights regarding coupons, discounts, and/or promotions. Manufacturer coupons and vouchers are not accepted by Matthew Johnson.

If gift cards are offered (including in-store credit) they are non-transferrable and may not be redeemed for cash. Protect any gift cards and in-store credit vouchers the same way you would protect cash. Lost, stolen, missing, damaged, and/or mutilated instruments will not be replaced or refunded unless legal restrictions apply.