

H-E-B Refund Policy

Please save your receipt.

We will cheerfully exchange or refund most items with a receipt dated within 90 days of purchase. Some rules or exceptions may apply.

Receipted refunds: Returns will be issued based on original method of payment.

Gift Receipt Returns: Returns accompanied by a gift receipt will be extended in the form of an H-E-B Gift Card. WIC/Lonestar eligible items are not permitted for return with a gift receipt. The refund value will reflect any discounts applied at time of original purchase. All rules and restrictions apply.

Pre-Paid/Services/Clearance Items: Refunds and exchanges are not permitted for Gift Cards, phone cards, tickets, licenses, permits, postage stamps, clearance items, etc. All sales are final.

Seasonal Items: May be returned within 30 days of purchase with original packaging. Seasonal items include holiday merchandise, most Lawn & Garden items (includes gas powered outdoor equipment), and swimming pools/pool accessories.

Appliances/Electronics: May be returned within 90 days of purchase with original packaging and accessories.

Entertainment: Most items can be returned within 90 days. If opened, computer software, video game, hardware/software, music, and movies may be exchanged for an identical item only.

Discounts and Promotions: The refunded value for each item returned will be reduced to reflect the value of any free gift or discount.

No Receipt Returns/Exchanges: A valid government issued ID is required for all non-receipted returns/exchanges. Refund will be extended in the form of an H-E-B Gift Card.

Can't find your receipt?

In most cases, if you paid with an electronic payment type (credit, debit, personal check, Lonestar, H-E-B Gift Card), we can locate your purchase and process your no-receipt return as a receipted refund with our receipt look-up feature.

Online Order Refund Policy

We will cheerfully exchange or refund most items purchased on heb.com or the My H-E-B Mobile App if requested within 14 days of order pickup/delivery. Some rules or exceptions may apply.

Requesting an Exchange or Refund Online: Requests can be initiated on the website/app through your heb.com account by clicking on the order details or by reaching the Customer Contact Center at 1-855-803-0611. Requests can take up to 72 hours to review. You may be required to provide additional information or return items to your nearest H-E-B to receive an exchange or refund.

Some Items Must be Returned In-Store: The following items purchased on heb.com or My H-E-B Mobile App must be returned and refunded in-store with receipt*. Please visit your nearest H-E-B.

- **Alcohol** purchased at HEB.com cannot be refunded online or over the phone; and the product must be returned to the specific store it was purchased from within 90 days of purchase only.
- **Entertainment:** Most items can be returned in-store within 90 days of purchase only. If opened, computer software, video game, hardware/software, music, and movies may be exchanged for an identical item only.
- **Non-food items:** Non-food items must be returned to the same store they were purchased from, with original packaging and accessories, within 30 days of purchase. These items include, but are not limited to, HOME by H-E-B products, Kodi products, appliances, electronics, indoor and outdoor furniture, and grills & grilling accessories.
- **Baby items:** Most baby items such as baby formula and diapers must be returned to the same store they were purchased from within 30 days of purchase.
- **Seasonal items:** Most items can be returned in-store within 30 days of purchase only, with original packaging. Seasonal items include holiday merchandise, most Lawn & Garden items (includes gas powered outdoor equipment), and swimming pools/pool accessories.

Additional Exclusions

- **Prescription items:** Prescription medications, supplies, and devices may not be returned for exchange or refund. See your pharmacist for more information.
- **COVID-19 At-Home Tests:** May not be returned for exchange or refund.
- **Health & Safety:** H-E-B reserves the right to refuse to accept for exchange or refund any item that poses a health or safety risk to store personnel, customers, or others. Such items may include (but are not limited to) medical test supplies and personal care products, whether opened or unopened.

Method of Refund: Refunds will be issued based on your original method of payment. If the refund is approved, it may take 5-7 business days for funds to be credited or returned to your account, depending on your bank or payment service provider.

Discounts and Promotions: The refunded value for a discount or sale item will be reduced to reflect the value of any free gift or discount.

***No Receipt Returns/Exchanges:** Your receipt for any heb.com or My H-E-B app order can be found on your account page or order confirmation email. If you do not have your receipt, please visit your nearest store with the item to be exchanged or returned. Valid government issued ID is required for all non-receipted returns/exchanges. Non-receipted refunds will be extended in the form of an H-E-B Gift Card.

Other restrictions may apply. H-E-B reserves the right to permit or refuse any refund/return.

If you have any issues or concerns, call our Customer Contact Center at 1-855-803-0611.