

Return and Exchange Policy available at <https://www.bestbuy.com>

Best Buy ▶ Customer Service ▶ Help

## Returns and Exchanges

### How to start a return



#### Return it to a store

Return any in-store or online purchase to any Best Buy store. See details below. Find a store



#### Ship it back to us

Ship it for free with a prepaid UPS shipping label. Start a return

## Our promise.

We work hard every day to enrich the lives of our customers through technology, whether you come to us online, visit our stores or invite us into your home. If you are not fully satisfied with your purchase, let us help you with a replacement, return or repair. This policy applies to purchases from Best Buy, Best Buy Outlet, Pacific Sales, Pacific Sales Outlet, Magnolia Design Center, Best Buy Education, Best Buy Business and Best Buy Express kiosks.

## Return and exchange periods

If you want to return or exchange your purchase, please know that the time period begins the day you receive your product and applies to new, clearance, open-box, refurbished and pre-owned products. This policy applies to purchases from Best Buy, Best Buy Outlet, Pacific Sales, Pacific Sales Outlet, Magnolia Design Center, Best Buy Education, Best Buy for Business and Best Buy Express kiosks.

Member status	Standard	My Best Buy® Elite members	My Best Buy® Elite Plus members
<b>Most products</b>	15 days	30 days	45 days
<b>Cell phones, cellular tablets, mobile hotspots and cellular wearables*</b>	14 days	14 days	14 days
<b>Major appliances</b>	15 days	15 days	15 days

\*Verizon products capable of being activated have a 30-day return period for all customers.

## Restocking fees

Help

Some items we sell (see below for the detailed list) have a restocking fee if returned by any customer, including My Best Buy® Elite and My Best Buy® Elite Plus customers.

Product	Returns fee
Cell phones (excluding prepaid phones), cellular tablets and cellular wearables	\$45
Drones, DSLR cameras and lenses, mirrorless cameras and lenses, leg and body recovery systems, premium camcorders, projectors, projector screens, and special-order products	15% of item purchase price

There is no restocking fee if the product is unopened or if the purchase and the return both occur within: AL, CO, HI, IA, MS, OH, OK, SC and where prohibited by law. The restocking fee will be taxed in select states.

## Final sale and nonreturnable items

All Final Sale merchandise cannot be returned. Other nonreturnable purchases include custom orders, personalized orders, non-subscription digital content (including digital gaming but excluding Microsoft Office), prepaid cards (including third-party gift cards and prepaid phone cards), opened SIM kits, vehicle replacement key fobs, gift packaging, memberships, completed services, plumbing items including bidets, sexual wellness products, opened consumable items including batteries, cleaning agents, oils, fuel, filters, cleaners, ink and 3D printer filament.

## Like-new condition

Items need to be returned in a like-new condition. Items that are damaged, unsanitary, dented, scratched or missing major contents may be denied a return. Apparel must not be worn or laundered, and its original tags must be attached for us to accept a return.

## How to return an item

Gather the purchases you want to return, along with the original contents and packaging.

### Return at a store

You may return any item purchased on BestBuy.com at any Best Buy store. For faster return processing, please bring your packing slip (if you received one), or your receipt, the credit card used to make your purchase, and a valid photo ID.

[Find a store](#)

### Use our prepaid return label

You will get free shipping on your return by using our pre-paid label. Log in to your Best Buy account to locate your order. Print a prepaid shipping label. Put the return label on the package and take it to an authorized UPS drop off location and ship it to us during your return period.

Some exclusions apply

## How to return a major appliance

We want you to be satisfied with your purchase from us. Before you accept delivery of your major appliance, please inspect it. If any issue exists, you may refuse delivery. Once you have accepted delivery (or if you brought the major appliance home yourself), you have 15 days to contact us regarding defects, damage or other issues. Please do not contact the store. Please call 1-800-304-1259 between 8 a.m. and 9 p.m. CT, 7 days a week.

**Questions about your new computer?  
We've got answers whenever you need them.**

[Help](#)

**Our Agents are available 24 hours a day, 7 days a week. Give us a call toll-free at 1-866-501-9356.**

We want to be sure you are getting the most out of your new computer from Best Buy. So, if you have questions or need help, call us for expert assistance. This service is available for 2 weeks after your purchase date.



## Refund method and timing

With a few exceptions, we will reimburse you for returned items in the same way you paid for them. If you prefer, you can make an exchange for the same item.

For returns by mail, once we receive your return, we will process it within 7-10 business days. Depending on your bank's processing time, it may take up to 7 days after we process the return to reflect on your account.

If you paid more than \$800 in cash or more than \$250 by check or by a debit card without a major credit card logo, we will refund you by check within 10 business days. Any amounts deducted from a gift card will be credited to the gift card. If you no longer have the gift card used for an order, please call us at 1-888-BEST BUY (1-888-237-8289) with your order number handy, and we'll be happy to send you a replacement.

## Special considerations

### Damaged, defective or incorrect items

If you receive a product that is damaged in shipping, defective or that is not the product you ordered, please return it during your return and exchange time period to Best Buy and we'll arrange for a replacement. If you would rather return the item by mail during your return and exchange time period, please call us for special instructions at 1-888-BEST BUY (1-888-237-8289).

### Returns lacking proof of purchase

Reimbursements on returns lacking proof of purchase may require an email address, may be denied or limited, and state sales taxes and fees will not be reimbursed.

### Product accessories and packaging

Please return items with all accessories and packaging. If you do not, we may either deny the return, or allow a return with a nonrefundable deduction on your refund for what is missing.

### Bundle discount and free items

If you received a discount or free item by purchasing multiple items together, you will lose that benefit if you do not return all items purchased.

### Connected and Wi-Fi devices

Please make sure that all data has been removed and the device is no longer linked to any cloud account or to any other device so that we may accept the return of this product. If you decide to return a phone or device with a carrier contract, you are responsible for canceling your service contract with the carrier, and for all carrier charges.

There are two ways to return your phone or device and cancel your service:

- Return your device to a Best Buy store. Be sure to tell the store associate that you want to cancel your service. Carrier service cancellation policies may vary.
- Call Best Buy Mobile at 1-877-702-2211 (6 a.m. to midnight, CT) for instructions on how to return the device by mail.

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## **Gifts**

We will provide you store credit for the purchase price of a gift you return in store. For gifts returned via mail, we will credit the gift purchaser and notify them via email.

## **Holiday products**

Artificial trees, wreaths and garlands along with holiday lights, decorations and inflatables can be returned within 15 days for all customers, including My Best Buy® Elite and My Best Buy® Elite Plus customers, for a full refund.

## **Entertainment products**

Opened physical copies of computer software, movies, music, video games, books, video game guides and sheet music can only be exchanged for an identical item.

## **Services, subscriptions and Microsoft 365 and Office**

Return and refund details on services and subscriptions, including anti-virus software, Microsoft 365 and Total Tech Support, are found in their terms and conditions. Microsoft Office can be returned within 30 days for a full refund. If you have purchased a service that you have not used, but you now wish to return and you are unable to return in a store, please contact us at 1-888-BEST BUY (1-888-237-8289).

# **Special important information**

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## **Purchases from a Best Buy Marketplace store**

The return policy for purchases made from a Best Buy Marketplace store at a third-party website (e.g., Amazon, eBay, Google) is listed on those websites.

## **Pacific Sales and Magnolia Design Center products**

Purchases at a Pacific Sales Kitchen and Home store and at the Pacific Sales Outlet store can only be returned to those stores. Magnolia Design Center products can only be returned to Best Buy stores that have a Magnolia Design Center inside. Bring the item, the payment method used to make the purchase, and a valid photo ID. Find a Magnolia Design Center.

## **Privacy policy**

To learn more about our privacy practices, please see our Privacy Policy.

## **Export regulations**

If you live outside the United States, please remember to comply with all U.S. Export Administration Regulations and control laws, and know that return shipments to Best Buy need to occur within the U.S.

## **Manufacturer specifications/instructions**

We are not responsible for manufacturer specifications, changes, production delays, or instructions issued by manufacturer. Please contact the manufacturer with any questions regarding the specifications or use of merchandise.

## **Installation and accessories**

Basic Installation does not include any modification of cabinetry or plumbing and does not include cost of installation parts such as gas flex hoses, electric pig tails, venting material, trim kits and water lines. Before installation, your home must be equipped with an on/off valve for both gas and water. According to the local municipality, some cities/states/municipalities may require a licensed plumber and/or electrician and/or licensed contractor. Additional exclusions may apply. Please ask us for details.

## **Best Buy Express™, Best Buy for Business™ and Best Buy Education™ returns at a store**

Most products you buy at a Best Buy Express location, or through Best Buy for Business or Best Buy Education can be returned at a Best Buy store. Best Buy purchases picked up at a non-Best Buy location (e.g., a UPS Access Point®) can only be returned to Best Buy.

Best Buy may run tests of the Return and Exchange Promise in select locations and may amend these terms at any time.

Effective date: July 29, 2021