


Returns and Exchanges

How to start a return on your Best Buy purchase\*



### Return it to a store

Return any in-store or online purchase from Best Buy to any Best Buy store. Find a store



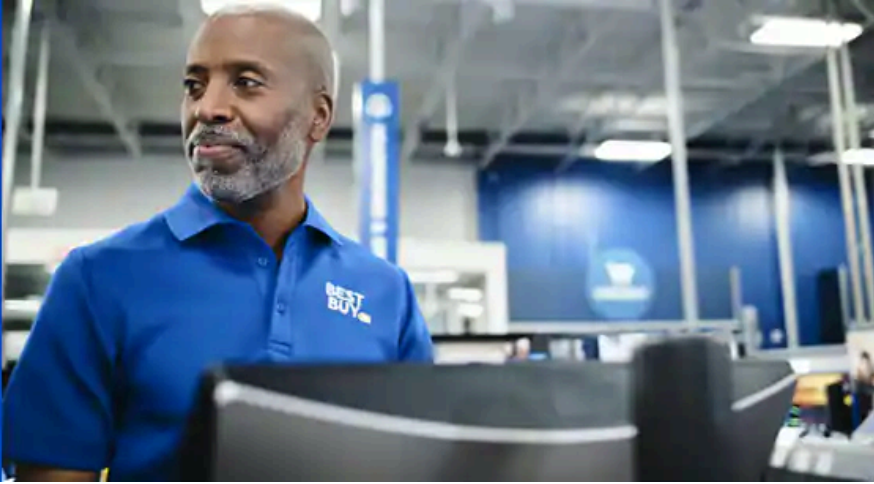
### Ship it back to us

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

\*See below for information on how to return a Marketplace Product.

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.



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 that are shipped from and sold by Best Buy at Best Buy, Best Buy Outlet, Pacific Sales, Pacific Sales® Outlet, Magnolia® Design Center, Best Buy Education and Best Buy Business. If your purchase at a store is directly with a vendor, then the vendor's return policy applies. Unless noted otherwise, products (“Marketplace Products”) shipped from or sold by a third-party seller (“Marketplace Sellers”) have the same return policy as products sold from Best Buy.

Member Status	Standard	My Best Buy Plus™ and My Best Buy Total™ members (Excludes Marketplace Products)
Most products	15 days	60 days
Activatable devices*	14 days	14 days

\*Activatable devices are devices capable of being activated and include cell phones, cellular tablets, mobile hotspots, and cellular wearables. Verizon devices capable of being activated have a 30-day return period for all customers.

Restocking fees

Some items sold by Best Buy and Marketplace Sellers (see below for the detailed list) have a restocking fee if returned by a customer.



Product	Returns fee
Activatable devices (excluding prepaid phones)	\$45
Drones, digital cameras, camera lenses, camcorders (including action cameras), golf launch monitors, premium scooters, super scooters, mobility scooters, electric wheelchairs, leg and body recovery systems, projectors, projector screens, premium cold tubs, premium saunas, and special-order products	15% of item purchase price

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

### Nonreturnable items

The following items from Best Buy and Marketplace Sellers are nonreturnable once purchased: Custom orders, personalized orders, Items marked as Final Sale; non-subscription digital content (including digital gaming but excluding Microsoft *Office*), codes or prepaid cards (including third-party gift cards and prepaid phone cards), vehicle replacement key fobs, memberships, trading cards (including Pokémon cards), products with 300 or greater watt hour capacity, golf carts, utility terrain vehicles, electric bikes, electric mopeds and plumbing items.

The following items from Best Buy and Marketplace Sellers are nonreturnable once opened: Products that interact with bodily fluids, SIM kits, LEGO products, completed services, delivered home standby generators, delivered whole home backup, Marketplace Sellers entertainment products (physical copies of computer software, movies, music, video games, books, video game guides and sheet music) and consumable items (including batteries, cleaning agents, oils, fuel, filters, cleaners, health supplements, health test kits, ink and 3D printer filament).

### Hazardous materials

Due to U.S. Department of Transportation regulations, products classified as fully regulated hazardous materials — including flammable liquids, flammable gases, and lithium batteries with a capacity of 300 watt-hours or more — cannot be returned through Best Buy channels. Items that include a rechargeable battery must include the original battery to qualify for a return.

### Heavy items

Best Buy may require that you [return your Heavy items purchased from Best Buy directly to the manufacturer](#) (e.g., Burrow, Lovesac, Plunge, Sun Home).

### 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 purchased from Best Buy

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

#### Return at a store

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

[Find a store](#)

#### Use our prepaid return label

You will get free shipping on your return of items purchased from Best Buy by using our prepaid 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 drop-off location and ship it to us during your return period.

**Some exclusions apply:** Major Appliances; TVs over 50 inches; Kegerators; and Soda Stream makers cannot be returned via shipping. Limitations also apply on shipping back lithium and specialty batteries and products containing these batteries. Limitations may also apply on shipping back Best Buy for Business orders. Best Buy does not accept returns that are shipped to us from outside the country.

## How to return an item purchased from a Marketplace Seller

Gather the purchases you want to return, along with the original contents and packaging. Restocking fees, nonreturnable limitations and all other return restrictions apply on returns of Marketplace Products.



## Return at a store

You may return many items shipped to you (non-delivery truck items) purchased from a Marketplace Seller on BestBuy.com at any Best Buy store. For faster return processing, please bring your packing slip (if you received one), or your receipt, and the credit card used to make your purchase. After inspecting the product, Best Buy will handle the refund in the store and will ship the product back to the Marketplace Seller. Size and product limitations may prevent a store from accepting a return in store. Excludes Best Buy stores in Puerto Rico and all Pacific Sales Kitchen & Home store locations.

[Find a store](#)

## Use our prepaid return label

You will get free shipping on your return of Marketplace Products purchased from Marketplace Sellers by using our prepaid 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 drop-off location and ship it to the Marketplace Seller during your return period.

## How to return a major appliance and products delivered in a delivery truck

We want you to be satisfied with your major appliance purchase from Best Buy. Before you accept delivery of your major appliance, please inspect it. If any issue exists, you may refuse delivery from Best Buy. Once you have accepted delivery (or if you brought the major appliance home yourself), please contact us immediately regarding defects, damage or other issues. Please do not contact the store. Please call us at 1-888-BEST BUY (1-888-237-8289). Please also call us at 1-888-BEST BUY (1-888-237-8289) for return and pickup options on your purchase delivered in a delivery truck ([some Heavy Items](#)) need to be returned directly to the manufacturer.

For returns from a Marketplace Seller of a major appliance and of a product delivered in a delivery truck, log in to your Best Buy account to locate your order. Please contact the Marketplace Seller during the return and exchange period and notify them you would like to return your product. Please then schedule a time with them for them to pick up the product at your front door.

## Questions about the new computer you purchased from Best Buy? We've got answers whenever you need them.

**Our Agents are available 24 hours a day, 7 days a week. Give us a call toll-free at 1-888-BEST BUY (1-888-237-8289).**

We want to be sure you are getting the most out of your new computer purchased 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, Best Buy and Marketplace Sellers 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 if your purchase was with Best Buy.

For returns by mail, once your return is received, it will be processed within 7–10 business days. Depending on your bank's processing time, it may take up to 10 days after processing the return to reflect on your account.

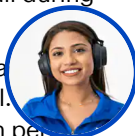
If you paid more than \$800 in cash or more than \$250 by check or by a debit card without a major credit card logo, we will refund you by check within 10 business days. If you paid all or some of the purchase price using a Best Buy Gift Card, those funds will be returned to you in the form of a new Best Buy Gift Card or e-Gift Card.

## Special considerations

### Damaged, defective or incorrect items

If you receive a product from Best Buy 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).

If your Marketplace Product is damaged in shipping, defective or is not the product you ordered, please log in to your Best Buy account to locate your order. Please notify the Marketplace Seller through your Best Buy account of the issue. Print a prepaid shipping label. Put the return label on the package and take it to an authorized drop-off location and ship it to the Marketplace Seller during your return period.



## Returns lacking proof of purchase

Reimbursements on returns lacking proof of purchase may require an email address, will be in the form of store credit, 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, Best Buy and Marketplace Sellers 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 Best Buy, or a Marketplace Seller, may accept the return of this product. If you decide to return a phone or device with a carrier contract, you are responsible for cancelling your service contract with the carrier, and for all carrier charges.

There are two ways to return your phone or device to Best Buy 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.

To return your phone or device to a Marketplace Seller, please log in to your Best Buy account to locate your order. Please notify the Marketplace Seller through your Best Buy account of the return. Print a prepaid shipping label. Put the return label on the package and take it to an authorized drop-off location and ship it to the Marketplace Seller during your return period.

## Gifts

If the product was purchased from Best Buy, 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.

If the product was purchased from a Marketplace Seller, the gift purchaser will be credited and notified via email.

## Holiday decorations

Products in Halloween Decorations and Christmas Decorations categories can be returned within 15 days for all customers, including My Best Buy™, My Best Buy Plus™ and My Best Buy Total™ (“Membership Program”) members, for a full refund.

## Extended returns

The following items have an extended return period: Litter boxes have a 90-day return policy for all customers, including Membership Program members; pet training devices and hearing aids have a 60-day return policy for all customers, including Membership Program members. Please note that hearing amplifiers follow our standard 15-day return policy.

## Entertainment products purchased from Best Buy

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

## Entertainment products purchased from Marketplace Sellers

Opened physical copies of computer software, movies, music, video games, books, video game guides and sheet music purchased from a Marketplace Seller are non-returnable.

## Services, subscriptions and Microsoft 365 and Office

Return and refund details on services and subscriptions, including antivirus software and *Microsoft 365*, are found in their terms and conditions, available at [BestBuy.com/PlanTerms](https://www.bestbuy.com/PlanTerms). *Microsoft Office* can be returned within 30 days by all customers, including Membership Program members, for a full refund. If you have purchased a service from Best Buy 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

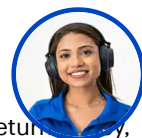
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### Purchases from a Best Buy Marketplace store on a non-Best Buy website

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

### Purchases from a manufacturer website, fulfilled by Best Buy

The return policy for purchases made from a manufacturer's website and fulfilled by Best Buy is subject to the manufacturer's return policy, listed on their website. Read our [Partner Returns FAQs](#).



Pacific Sales and Magnolia/Premium 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/Premium Design Center products can only be returned to Best Buy stores that have a Magnolia/Premium Design Center inside. [Find a store.](#)

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 us 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, electrician or licensed contractor. Additional exclusions may apply. Please ask us for details.

Returns at a store for Best Buy Business™, Best Buy Education™ and alternative pickup location purchases

Most products you buy through Best Buy 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 FedEx Office® store) 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: February 23, 2026



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