

To exchange or return an item:

- You have 90 days after purchase or upon receipt to exchange or return an item unless noted in our exceptions.
- Please provide your store receipt or order number and we will refund your purchase to the original payment method.
- Most items purchased between October 1 and December 31 are returnable until January 31 of the next year. Some exceptions may apply.

Refund and exchange restrictions and exceptions:

- Wireless phones, marketplace collectible and marketplace luxury items (most are returnable within 14 days)
- Hazardous materials (e.g., items with Li-ion batteries, household chemicals, fuel, corrosive materials, aerosols, etc.) may have mail back restrictions.
- Items that include a rechargeable battery (e.g., tools, drills, lawn equipment, laptops, etc.) must contain the original battery to qualify for a return.
- Freight/oversized/heavy items are not returnable to stores.
- Items that require assembly must be fully disassembled and re-packaged to return.
- Items that contain fuel, propane, or other flammable liquid cannot be mailed back.
- Items shipped to non-contiguous U.S. states and territories (e.g., Alaska, Hawaii, Puerto Rico) may have mail back restrictions.
- Policy agents must refer to the most current policy version