



Taking a Big Cue on Returns

Amazon

- Items purchased directly from Amazon (as opposed to a third-party seller) can be returned within 30 days of receipt. Refunds may take up to five business days to process, and customers may be responsible for return shipping costs.
- Unopened electronics, such as computers or tablets, that are not Amazon-branded items can be returned within 30 days.
- Live plants and insects, pet food and grocery items are not returnable, but may be refundable.
- Products from Amazon brands, which include household items, baby products, snack foods and other categories, are refundable for a year after receipt if a customer is unsatisfied.

Home Depot

- New, unopened merchandise is returnable within 90 days, with a receipt. Items purchased on The Home Depot credit card or through commercial accounts can be returned one year after purchase.
- Purchases using credit or debit cards or checks can be found in the POS system up to 90 days after purchase.
- Live goods—perennials, trees and shrubs—are guaranteed for one year. Plants purchased online that arrive damaged or dead can be replaced within three days of receipt.
- Paint can be returned for color correction or replacement within 30 days of purchase if a customer isn't satisfied.

Lowe's

- Merchandise can be returned for the same payment method with a valid receipt within 90 days of purchase.
- Lowe's doesn't require a receipt if a customer purchased an item using a credit card, cash or check because its POS tracks purchases through credit card numbers or phone numbers for those purchases.
- Customers without a receipt may be issued store credit for the item's current selling price.
- Major appliances, outdoor power equipment and highway trailers can be returned within 30 days.
- Winter seasonal items, such as Christmas decorations, can be returned on or before Dec. 26 of the same season.

Menards

- General merchandise can be returned within 90 days of purchase for a refund in the original method of payment with a receipt. Customers who wish to return an item after 90 days will be issued store credit.
- Customers who no longer have their receipt can retrieve it at the Returns Kiosk if they made the purchase with a check or credit card.
- Special-order items can be returned on a case-by-case basis and will incur a 25 percent restocking fee.
- Unused appliances in original packaging can be returned within 30 days of purchase.
- Opened chemical items can be exchanged, but the store will not take the opened product back.