

HOLIDAY RETURNS & REFUNDS

Trap

Cha-ching! Black Friday deals! This year Bill and Ella finished holiday shopping early – they even got an iPod, Xbox and a big, beautiful flat screen TV on Thanksgiving weekend! But weeks later, when the credit card statements came rolling in, they realized all that spending was just too much. Expecting refunds, they learned about re-stocking fees and “store credits only”, even though they had receipts. At one store they discovered that “ALL SALES WERE FINAL.” Sadly Bill and Ella learned that gone are the days when you can walk in a store, return the items and get all your money back.

Tips

It's the law: Retailers that DO NOT offer refunds or exchanges MUST post a sign saying so. If no such sign is posted, then the store must provide its policy in writing when asked. The law also requires stores with no refund or exchange policy to provide refunds within seven days of the date of purchase when you have the original receipt, assuming the items were not used and are in the original packing.

- On pricey electronics, check the store refund or exchange policy before you buy. Retailers may have their policies on the receipt. Keep it as your proof of purchase. Get a gift receipt to be included with the gift, just in case.
- Always look for the refund/return/exchange policies which are usually posted in the customer service area or at cash registers. Do not assume the regular return policy applies to sales or clearance items. Some merchants consider sale items to be final, so ask.
- Remember, during the holidays stores may hire seasonal workers who may not be familiar with all the store policies. Be patient and ask to speak with a manager. Be prepared with your original receipts.

**No such policy information provided or you were refused a refund?
For more information, contact Consumer Affairs at 561-712-6600
(Boca/Delray 888-852-7362 toll free)**