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Questions & Answers

Buy Online Pick up in Store Questions

What is Buy Online Pick Up in Store?

Buy Online Pick Up in Store allows you to place an order on www.boscovs.com, and based on the items' availability at your selected store, pick it up at the Courtesy Desk* in the store.

*Some items, due to the size or value, must be picked up at other areas in the store. If that is the case with your order, you will be notified of this upon completing your order at the Courtesy Desk.

What items are eligible for Buy Online Pick Up in Store?

Items sold on www.boscovs.com can be picked up in the store with the exception of:

- Online only items
- Items that require Home Delivery such as mattresses, furniture, and patio sets
- Items that we can't guarantee availability of due to very low stock

If an item is able to be picked up in the store, there will be an option to choose Ship to Address or Pickup in Store above the Add to Cart button on the product page.



How can I pay for my order?

We accept Boscov's Credit Cards, Boscov's gift cards, Visa®, MasterCard®, Discover®, and American Express® for orders containing items designated to be picked up at a store. We are unable to accept PayPal® orders containing items designated to be picked up at a store.

Why are some items not available at my local store?

Merchandise inventory can vary from store to store, and some items may be available while others are not. If an item is not available at your preferred store, try another location, or select to have it shipped to your home.

What does limited quantity mean?

Limited quantity means there is low stock of an item in a specific store and we cannot guarantee the item will be available when we attempt to fill your order.

How will I know when my order is ready to be picked up?

An email will be sent to you and the person you designated to pick up your order when all items have been located and are gathered at the Courtesy Desk. In the event that an item is no longer available in your selected store, the item will be cancelled from the order and you will receive a separate email notification.

When will my order be ready for pick up?

In most cases, orders placed before 6pm will be ready for pick up the same day. Orders placed after 6pm will be ready the next business day. We will always send an email notification to let you know when your order is ready to be picked up.

How long do I have to pick up my order?

Your items will be held for pick up for 5 days. If your order is not picked up by the day after a fourth pick-up reminder is sent, it will be cancelled and the items will be returned to the selling floor. Although you will not be charged for any order that is not picked up, an authorization hold in the amount of your order is placed on your payment card at the time the order is placed. Once an order is cancelled, Boscov's notifies your bank to release the hold, but the bank may take additional days to release the authorization hold from your account.

What do I need to bring with me to pick up my order?

Bring id and your pick up notification email to the Courtesy Desk. Accepted forms of id are a driver's license, state id, passport, and military id.

Who can pick up my order?

In addition to yourself, the person you designated in the checkout process may pick up the order. Bring the Ready for Pick-up email and identification (driver's license, state id, passport, or military id) to the store.

Where in the store do I go to pick up my order?

Proceed to the Courtesy Desk in the store to complete and pick up your order. Although most items can be picked up at the Courtesy Desk, some items, due to size or value, must be picked up at other areas in the store. If that is the case with your order, you will be notified of this upon completing your order at the Courtesy Desk.

When will I be charged for the order?

You are charged for the order when it is completed at the Courtesy Desk. However, an authorization hold for the amount of the order will be placed on your payment card when the order is placed. This guarantees we can complete your order and charge your card when you arrive to pick it up.

What if I have completed my order and the item doesn't fit in my vehicle?

After completing and paying for your order at the Courtesy Desk, large items, such as vacuums, will be available for pick up at the Customer Pick Up area in the store. Items being held at Customer Pick Up must be signed for. If the item does not fit in your vehicle, do not sign indicating you've pick up the item. Bring your paper or email receipt to Customer Pick Up when you return with a vehicle that can accommodate the item.

Can I cancel my order?

You can cancel an item or the entire order by calling Shopper Services at 1-800-284-8155 9am to 10pm ET Monday through Saturday and 11am to 8pm ET on Sunday.

Can I pick up items at multiple store?

Yes, you can select multiple stores to pick up your items at while placing the order.

Can I pick items up at a store and have some shipped to me in the same order?

Yes, you can select multiple pickup locations and choose to have items shipped to you all in one order.

Can I change the pickup store?

Once an order has been placed the pickup location cannot be changed. If you need to change the pickup store, the order needs to be cancelled and a new order needs to be placed indicating the new location. To cancel the order please contact Shopper Services at 1-800-284-8155 Monday to Saturday 9 am to 10 pm and Sunday 11 am to 8 pm EST. Or, you can email us at shopbyphone@boscovs.com.

Why do I need to provide a shipping address if I'm picking my items up at a store?

A shipping address is required for verification purposes.

How do I return items I purchased online but picked up in the store?

If, for any reason, you are less than completely satisfied with your purchase, just return it with the receipt to any Boscov's store within 90* days of the order date. We will replace it, exchange it, or refund the price that was paid. Refunds are issued in the same tender as the original purchase. If the original purchase was charged to another cardholder's account (as is often the case with a gift) the refund will be issued as a Merchandise Credit Card. Misuse of merchandise voids all return/warranty policies.

*Fine jewelry and watches may be returned within 30 days of purchase with a receipt. Merchandise returned must be in original condition with original packaging and tags.

Order Questions

What is the status of my order?

Ordered – We have received your order and are processing for shipment.

Picked – We have located your merchandise and are preparing it for shipment.

Shipped – Your order has been assigned a Tracking Number and has been picked up by a shipping provider. Please note that Home Delivery orders are delivered by Boscov's Home Delivery Service and, therefore, will not have a tracking number.

Cancelled Out of Stock – The item(s) ordered are no longer available, you will not be charged for this item(s). If the ordered item was pre-paid, such as with a Special Order, a credit will be issued via the original form of payment used.

Voided – We were unable to fulfill your order for various reasons, please contact a Shopper Services Representative at 1-800-284-8155.

Special Order – The requested item is not currently in stock and has been special ordered from the manufacturer.

Confirm Available – Your account has been charged and you'll be contacted with delivery information.

Transferred/Processing – This is an internal term for an order that requires special handling.

Are my items guaranteed to be in stock?

All items listed online are considered to be available to order. Any exceptions for specific items will be noted in the item description. Occasionally, due to our constantly changing inventory, a situation may arise where one or more of your items are not available. If this occurs, you will be notified via email and your credit card will not be charged for the item.

When will I receive my order?

Most in stock items take 2-4 business days to process. Estimated delivery dates are calculated by shipping provider and will be available through the tracking information. Merchandise will be shipped via a ground carrier.

Home Delivery

Certain items require special handling because of their size and/or weight. Furniture, large appliances, treadmills and other very heavy items are available only by Boscov's Home Delivery, which is only available within an estimated 25-40-mile radius from any of our store locations in PA, MD, NJ, DE, OH and NY. Home Delivery items are usually delivered within 10-20 business days of confirmation of your order.

Special Orders

Anticipated delivery times for special orders will vary based on merchandise ordered. You will receive a delivery time frame by email within 7 days of placing the order.

Sauder Merchandise

Either UPS or Independent carrier will deliver Sauder merchandise directly from Sauder to your home within 14 days. Sauder is deliverable to addresses within an estimated 25-40-mile radius from any of our store locations in PA, MD, NJ, DE, OH, CT and NY. Back-ordered merchandise may take up to 6 weeks for delivery.

Can I make a change to my order?

After the order has been completed and you receive confirmation to include your order number, we are unable to make changes to the order. If you need delete an item from an order, please contact a Shopper Services Representative at 1-800-284-8155, for assistance. If the item is still in "ordered" status we will be able to delete the item. If you want to add new items to your order, or order additional quantities of an item, simply place a new order at Boscovs.com.

Can I order through your Shopper Services Department or online and pick up my merchandise at a Boscov's location?

Merchandise ordered online or through our Shopper Services Department cannot be picked up at a Boscov's store.

Can I use a Gift Card?

In order to use a Boscov's Gift Card online, you must obtain the PIN located beneath the scratch off on the back of the card. If using a Merchandise Credit Certificate or Boscov's Rewards Certificate, the 16-digit account number and PIN number are located at the bottom of the letter. Remember to enter both your Gift Card number and PIN before completing your purchase, as Gift Cards cannot be applied after your purchase. Gift Cards, Merchandise Credits, and Reward's Certificates cannot be used to purchase Home delivery items online.

How do I track my order?

Registered shoppers can check the status of their order, simply by visiting us at www.Boscovs.com and clicking on "My Account". Enter your E-mail address and password. Click on "Order History" then the order number that you want to track. Otherwise, you can contact a Shopper Services Representative at 1-800-284-8155 Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM. Please be advised that Special Order, Home Delivery, and some other items will not display this information because they are shipping directly from the vendor or via an independent carrier.

How do I cancel an order?

Contact a Shopper Services Representative at 1-800-284-8155 or email us at ShopByPhone@Boscovs.com.

What methods of payment do you accept?

Credit Cards -

We accept Boscov's Credit Cards, MasterCard®, Visa®, American Express®, Discover®, or Pay Pal® (ship to home orders only)

Boscov's Gift Cards -

In order to use a Boscov's Gift Card online, you must obtain the PIN number located beneath the scratch off on the back of the card. Remember to enter both your Gift Card number and PIN before completing your purchase, as Gift Cards cannot be applied after your purchase. Unfortunately, we are not able to accept money orders, checks or cash for online purchases.

Can I use my Boscov's Rewards Certificate online?

In order to redeem a Boscov's Rewards Certificate online, it must have a PIN. Enter both your Certificate number and PIN (as a Gift Card transaction) before completing your purchase, as Rewards Certificates cannot be applied after your purchase. If your certificate does not have a PIN, please contact a Boscov's Shopper Services Representative at 1-800-284-8155 to complete your order. Reward's Certificates cannot be used to purchase Home Delivery items online.

Can I ship to multiple addresses?

A single order can be shipped to a single address.

Why was I charged even though my order was cancelled?

Your account is not charged until the order is shipped with the exception of Special Order and Sauder Merchandise. Therefore, you would not be charged for a cancelled order. If you see a charge on your account, it is a hold placed by your Bank for the amount that would be charged to your account when your order is shipped. This amount has not been deducted from your account. This hold will take 5 to 7 business days to be released from your account, depending on your bank's policy.

Can I place a new order for an item that was cancelled?

In the event that an item is cancelled, we can assist you in ordering a different item as a replacement. To discuss your options, please contact a Shopper Services Representative at 1-800-284-8155 Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM EST.

How is Sales Tax calculated?

We are required to collect state and local sales tax on certain items that are delivered to addresses in Alabama, Colorado, Connecticut, Idaho, Illinois, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Nevada, New York, New Jersey, North Carolina, North Dakota, Oklahoma, Pennsylvania, Rhode Island, South Carolina, South Dakota, Vermont, Washington, and Wisconsin.

What is Shipping Tax and how is it calculated?

Shipping tax is calculated based on the amount of the shipping fee and state tax rates that apply to the state where the package is being delivered. This tax is only applicable if a taxable item is included in your order and based on state and locality.

What is the shipping cost for a Gift Card?

There is no shipping cost if the order includes only Boscov's Gift Cards.

Shipping Questions

What are shipping costs?

Boscov's offers free shipping on standard shippable orders of \$99 or more. Exclusions apply to all Shipping Offer Promotions, including Free Standard Shipping at \$99, Free Standard Shipping at \$49 and \$5 Standard Shipping. Free Shipping offers apply to Standard Shipping to one location for minimum order amounts after any promotional codes or transaction discounts have been applied. Free Shipping is not available and surcharges apply on Heavy & Home Delivery Items due to their size, weight and/or special handling. Multiple quantities of the same item may require additional shipping charges. Minimum order amounts exclude tax, prior purchases and purchases in a Boscov's store. Shipping promotions cannot be combined with other offers or discounts. We reserve the right to change or end this offer at any time.

Standard Shipping For all but the largest and heaviest of items (those requiring Boscov's Home Delivery Services), we ship via a standard ground carrier. Deliveries will be made to any home or office in the contiguous 48 United States *(these items *cannot* be shipped to Alaska or Hawaii). We *do not* deliver to PO, APO, FPO, or DPO boxes. Most in stock items take 2-4 business days to process. Estimated delivery dates are calculated by the shipping provider and will be available in the tracking information. **Our charge for standard delivery is \$9.95 (no matter how many items on your order**).**

Oversized Delivery Items requiring Oversize Delivery are noted as such in the text describing the item. This service is available only in the contiguous 48 United States* (these items *cannot* be shipped to Alaska or Hawaii). We *do not* deliver to PO boxes. Most in stock items take 2-4 business days to process. Estimated delivery dates are calculated by the shipping provider and will be available in the tracking information. **The charge for this form of delivery ranges between \$14.95 and \$125.00 (no matter how many items on your order**).** The specific delivery charge for the item is displayed in the Order Summary in the shipping step at checkout.

Home Delivery Certain items require special handling because of their size and/or weight. Furniture, mattresses and other very heavy items are deliverable only by Boscov's Home Delivery, which is only available within an estimated 25-40-mile radius(based on your zip code) from any of our store locations in PA, MD, NJ, DE, OH, CT and NY.* The delivery costs will range from \$40 to \$79 and will be shown at checkout. For additional information, please click on 'Delivery Choices and Costs' on our home page.

**We reserve the right to levy a special shipping surcharge where a large number of items are ordered. Before levying such charge, we will contact you with the proposed amount of the charge. If you do not want to accept the surcharge, we will cancel your order without any penalty to you.

What is the status of my order?

Ordered – We have received your order and are processing for shipment.

Picked – We have located your merchandise and are preparing it for shipment.

Shipped – Your order has been assigned a Tracking Number and has been picked up by a shipping provider. Please note that Home Delivery orders are delivered by Boscov's Home Delivery Service and, therefore, will not have a tracking number.

Cancelled Out of Stock – The item(s) ordered are no longer available, you will not be charged for this item(s). If the ordered item was pre-paid, such as with a Special Order, a credit will be issued via the original form of payment used.

Voided – We were unable to fulfill your order for various reasons, please contact a Shopper Services Representative at 1-800-284-8155.

Special Order – The requested item is not currently in stock and has been special ordered from the manufacturer.

Confirm Available – Your account has been charged and you'll be contacted for delivery information.

Transferred/Processing – This is an internal term for an order that requires special handling.

When will I receive my order?

Most in stock items take 2-4 business days to process. Estimated delivery dates are calculated by shipping provider and will be available through the tracking information. Merchandise will be shipped via a ground carrier.

Home Delivery

Certain items require special handling because of their size and/or weight. Furniture, mattresses and other very heavy items are available only by Boscov's Home Delivery, which is only available within an estimated 25-40-mile radius from any of our store locations in PA, MD, NJ, DE, OH, CT and NY. Home Delivery items are usually delivered within 10-20 business days of confirmation of your order.

Special Orders

Anticipated delivery times for special orders will vary based on merchandise ordered. You will receive a delivery time frame by email within 7 days of placing the order.

Sauder Merchandise

Either UPS or Independent carrier will deliver Sauder merchandise from Sauder to your home within 14 days. Sauder is deliverable to addresses within an estimated 25-40-mile radius from any of our store locations in PA, MD, NJ, DE, OH, CT and NY. Back-ordered merchandise may take up to 6 weeks for delivery.

Do you ship to Alaska, Hawaii or outside of the US?

We will ship to any home or office in the contiguous 48 United States. Merchandise cannot be shipped to Alaska, Hawaii or outside of the United States.

Does Boscov's ship to APO/FPO/DPO?

We can ship items to APO, FPO, and DPO addresses with the exception of those items that require Home Delivery Service or are indicated as being available Online Only.

Can I ship to multiple addresses?

A single order can be shipped to a single address.

What is Shipping Tax and how is it calculated?

Shipping tax is calculated based on the amount of the shipping fee and state tax rates that apply to the state where the package is being delivered. This tax is only applicable if a taxable item is included in your order and based on state and locality.

What is the shipping cost for a Gift Card?

There is no shipping cost if the order includes only Boscov's Gift Cards.

Return/Exchange Questions

How can I return/exchange an item?

Returning your item is easy. We accept returns as permitted by our [Return Policy](#). Simply take the package to the shipping provider of your choice to be returned to Boscov's address indicated on bottom front of your packing slip. Please indicate on the packing slip the items that are being returned for a credit or exchanged for another size/color. You can also return merchandise to any Boscov's store; simply bring your packing slip with the item to one of our [Boscov's locations](#).

Although many "Online Only" items can be returned using the same method as other items, some are not returnable, or cannot be returned to our stores. These items are clearly identified in the product's description. Monogrammed merchandise may not be returned. Damaged and/or defective monogrammed merchandise must be returned to the vendor for replacement. Please contact our Customer Care Center for assistance at 1.800.284.8155.

What should I do if I receive the wrong item(s)?

Contact a Shopper Services Representative at 1-800-284-8155 Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM EST.

Can I return my purchase to a Boscov's store?

You may return or exchange merchandise at any Boscov's store as permitted by our [Return Policy](#); simply bring your packing slip with the item to one of our Boscov's locations.

Although many "Online Only" items can be returned using the same method as other items, some are not returnable, or cannot be returned to our stores. These items are clearly identified in the product's description. Monogrammed merchandise may not be returned. Damaged and/or defective monogrammed merchandise must be returned to the vendor for replacement. Please contact our Customer Care Center for assistance at 1.800.284.8155.

What should I do if merchandise was received damaged?

If there is an issue with the quality of the package, we have a no cost return policy in the event that merchandise is received damaged. Please contact a Shopper Services Representative at 1-800-284-8155, Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM EST.

Can I return or exchange my mattress and/or box spring?

Please refer to the Bedding Returns section of our [Return Policy](#).

What do I do if my furniture or bedding is received damaged?

In the event that your furniture or bedding is received damaged, please contact a Customer Service Representative at 1-888-267-2687.

Gift Card Questions

Can I use a Gift Card?

In order to use a Boscov's Gift Card online, you must obtain the PIN located beneath the scratch off on the back of the card. If using a Merchandise Credit Certificate or Boscov's Rewards Certificate, the 16-digit account number and PIN number are located at the bottom of the letter. Remember to enter both your Gift Card number and PIN before completing your purchase, as Gift Cards cannot be applied after your purchase. Gift Cards, Merchandise Credits,

and Reward's Certificates cannot be used to purchase Home delivery items online.

What is the shipping cost for a Gift Card?

There is no shipping cost if the order includes only Boscov's Gift Cards.

What do I do if there is no PIN # on my Gift Card?

Contact a Shopper Services Representative at 1-800-284-8155, Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM EST, and we will complete a balance transfer to a Gift Card with a PIN #. We will gladly complete your order for you utilizing the Gift Card, or will mail it to you if you so choose.

Privacy Questions

What is your Privacy Policy?

At Boscov's, we respect our customers and understand that you are concerned about privacy, so we've instituted policies intended to ensure that your personal information is handled safely and responsibly. Our complete Privacy Policy can be viewed by clicking on [Privacy Policy](#) at the bottom of our Home Page.

My Account Questions

How do I track my order?

Registered shoppers can check the status of your order, by simply visiting us at www.Boscovs.com and clicking on "My Account". Enter your E-mail address and password. Click on "Order History" then the order # that you want to track. Otherwise, you can contact a Shopper Services Representative at 1-800-284-8155 Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM EST.

What is the status of my order?

Ordered – We have received your order and are processing for shipment.

Picked – We have located your merchandise and are preparing it for shipment.

Shipped – Your order has been assigned a Tracking Number and has been picked up by a shipping provider. Please note that Home Delivery orders are delivered by Boscov's Service and, therefore, will not have a tracking number.

Cancelled Out of Stock – The item(s) ordered are no longer available, you will not be charged for this item(s). If the ordered item was pre-paid, such as with a Special Order, a credit will be issued via the original form of payment used.

Voided – We were unable to fulfill your order for various reasons, please contact a Shopper Services Representative at 1-800-284-8155.

Special Order – The requested item is not currently in stock and has been special ordered from the manufacturer.

Confirm Available – Your account has been charged and you'll be contacted for delivery information.

Transferred/Processing – This is an internal term for an order that requires special handling.

How can I update/change my personal information?

Your online account information can be updated or changed by logging into Boscovs.com and clicking on "My Account". Make any necessary changes and click "Update".

What do I do if I forgot my Password?

Click on "My Account" from our Home Page, then "Click Here" after "Forgot your Password?" Enter your email address as requested and your password will be sent to you via email.

General Questions

Are the items in my local Boscov's store available through Boscovs.com?

Many items sold in Boscov's stores are available at www.Boscovs.com. Unfortunately, we are not able to offer all

merchandise for sale online.

Are the items available online available in my local Boscov's store?

Many of the items available online are sold at Boscov's locations. Merchandise may vary from store to store.

Are online promotions valid at any Boscov's location and vice versa?

Many of the same type of promotions are run online and in our Boscov's stores, however, terms and conditions may vary. Additionally, please note validity and exclusion information on available coupons.

How do I get a catalog?

Boscov's does not publish a catalog. To view this week's specials, click on "This Week's Ad's" from our home page. Additionally, you can receive promotional emails by entering your email address at "Enter email to join email list."

How do I un-subscribe from Boscov's emails?

Either email your request to ShopperServices@Boscovs.com or contact a Shopper Services Representative at 1-800-284-8155 Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM EST.

Why wasn't the discount applied in my Shopping Bag?

Please see the list of exclusions or contact a Shopper Services Representative at 1-800-284-8155 Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM EST.

How do I obtain a Rebate Form if it was not included in my package?

Contact a Shopper Services Representative at 1-800-284-8155 Monday through Saturday 9:00 AM to 10:00 PM EST and Sunday 11:00 AM to 8:00 PM EST or go to our [Rebate Center](#) to print a form.