

Boscov's Convenient Return Policy

If, for any reason, you are less than completely satisfied with your purchase, just return it to us. We will replace it, exchange it, or refund the price that was paid. Except as noted below, merchandise purchased on this site can be shipped to the address on your packing slip (this may be different for each shipment you receive) or to any Boscov's store within 90 days of purchase with the original packing slip included in your shipment and with all merchandising tags attached. Bring your return, along with the packing slip, to the store, where you can arrange an exchange (exchanges not available for On-line exclusive items) or return the item. *

Returning Boscovs.com Purchases

If sending an item back to us as permitted by our Return Policy, we recommend returning the item via the same method used to deliver your purchase (except for items which require Boscov's Home Delivery). The return address is specified on the packing slip included with your purchase. Please complete the return portion of the packing slip. Remember to insure your package and obtain a tracking number.

*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 Shopper Services for assistance at 1-800-284-8155.

Your return will be processed within 7 days of receipt, although it may take longer to appear on your statement. Shipping fees will not be refunded.

Bedding Returns

Mattresses and box springs are covered by the manufacturer's warranty, which assures workmanship and quality. Warranty exchanges will be authorized only after the bedding has been inspected and found to be defective as per the manufacturer's warranty. The warranty does not include comfort issues. Please select your bedding carefully. Bedding is not returnable.

Boscov's offers a 60-Day Comfort Guarantee on mattress purchases only. Box springs and other mattress foundations are not covered.

If you are not satisfied with your new mattress after sleeping on it for 30 days, contact Boscov's Customer Service Department (888-267-2687) by the 60th day from the date of the delivery to receive a ONE-TIME exchange toward a new mattress purchase of equal or greater value. Please see the fees and conditions listed below.

The new mattress selection must be made within 14 days of the authorization date.

The original mattress must be free of tears, burns, soil marks and stains.

In addition, when the mattress is picked up, ALL tags including manufacturer's label must be attached.

There is a 15% handling fee based on the price of the original mattress.

There is a mandatory delivery fee on the replacement mattress and the original delivery fee will not be refunded.

The customer is responsible for any price difference and all fees.

Furniture Returns

Furniture is covered by our 7-day (from delivery date) return policy. However, non-defective returns authorized within this 7-day period will be subject to pick-up fees. In addition, furniture is covered by a manufacturer's warranty that covers repair of the product up to the manufacturer's standards. See your sales associate for details. All 'special orders' will be subject to a 25% cancellation fee as well as a pick-up fee. Fabric and leather treatment services are not refundable.

Patio Furniture and Grill Returns

Patio Furniture and Grills are covered by a 30-day from date of purchase return policy. Merchandise accepted for return must be new, unused and be accompanied by the original receipt and original packaging. Merchandise having manufacturer's defects may be exchanged or returned anytime with the original receipt and original packaging.

All claims or returns which are covered by a manufacturer's warranty should be handled by the customer through the manufacturer. Whenever possible, Boscov's will assist the customer by providing the manufacturer's customer service phone number.

All Grills sold at Boscov's are represented as first quality; therefore Boscov's will make every effort to get a replacement part for a grill before it may be returned.

Merchandise that has sustained weather damage may not be returned, unless there is a manufacturer's defect.

Broken glass top tables may not be returned unless the breakage was caused by a manufacturer's defect.

Gazebos are for shade and decorative purposes only and should not be used as permanent structures. Delivery Fees are non-refundable. A pick-up fee will be assessed to customers wishing to return certain non-defective merchandise.

Swimming Pool Returns

Swimming pools may be returned within 30 days of purchase with a receipt. All returns must include all parts and be returned in the original packaging. No returns will be accepted after August 30th.

Jewelry and Watches

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.

Area Rugs

When returning Area Rugs, please call Customer Service at 1-800-284-8155 for a Return Merchandise Authorization Number and additional instructions.

Boscov's Gift Cards

Treat Boscov's gift cards like cash, however this card is not returnable and not redeemable for cash (except where required by law) and may not be applied as payment or credit to any account. Lost, stolen or damaged cards may only be replaced for any remaining amount with original receipt. There is no fee for card replacement.

PayPal Refunds

Refunds for items paid for via a PayPal account will be applied to your PayPal account if the items are shipped back to the address listed on the front of your packing slip. Items paid for via a PayPal account that are returned to a Boscov's store are only eligible for a product exchange or a Merchandise Credit card for usage in-store or online.

Refunds

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.

These guidelines do not apply to any products sold as clearance merchandise, floor samples, 'as-is' merchandise or to merchandise purchased for commercial use. Misuse of merchandise voids all return/warranty policies.

If you have any questions or comments you can contact us by e-mail at shopbyphone@boscovs.com or call our toll free number 1-800-284-8155 to speak with a Shopper Service Assistant. Your satisfaction is always important to us!

This policy was last revised July 31, 2015.

© Boscov's Department Store, LLC.