



Returns and Refunds

In Summit County, any retail store shall accept for exchange, credit or refund the return of merchandise sold within five (5) business days of purchase if the item is in its original condition and has not been altered, and is accompanied by the original sales receipt.

Exceptions:

- The merchandise was advertised prior to purchase as a final sale and is not subject to return.
- The refund policy of the business is posted on a sign located in clear view of consumers stating the terms under which the nonrefundable merchandise is offered or sold.

REMEMBER...

With so many different return policies, it is very important that you ask questions before making your purchase.

- Verify if the refund issued is by cash refund, credit card, in-store credit or exchange.
- Beware of restocking fees. Many times retailers, especially electronic stores, charge fees for restocking items returned.
- Check the refund policy for limitations on returns or exchanges.
- Ohio law requires the return policy a business chooses to be posted in a place where consumers can see it.