

Return Policy Update

**We are now
accepting
returns**

**Within 45 days
with receipt**

**Electronics
Within 14 days
with receipt**

Thank you for
your understanding



Refund/Exchange Policy Details:

- Marine Corps Exchange policy is "Satisfaction Guaranteed." Refunds of the full purchase price, or a satisfactory adjustment, shall be made on merchandise in cases of customer dissatisfaction, **upon presentation of proof of purchase**. This policy is applicable throughout the military retail systems and is to be extended to authorized persons, provided the unsatisfactory merchandise is authorized to be sold, even though it was not purchased in the exchange at which the patron is seeking a refund or an adjustment.
- **Refunds will be issued in the same form of payment originally used for purchase.** Credit card transactions must be credited to original credit card used for sales transaction. Requests for refunds without a receipt are subject to management approval. All refunds over \$5 without a receipt will be refunded on a MCX Return Gift Card if available, or otherwise cash refunds or credit refunds will be applied, subject to management approval. "As is" and clearance merchandise shall be treated the same as any other merchandise being returned.
- **In all cases when the customer does not have a receipt, and the item has been on sale during the last 90 days, the customer will be refunded at the current RPOS price.**
- **The following exceptions apply:**
 - Computers, computer equipment, TVs, digital movie players, GPS and unopened software must be returned within 14 days.
 - Pre-recorded movies, music, and video games are returnable in original unopened factory sealed packaging. If defective, it will be exchanged for an identical item.
 - The guarantee does not apply to rifles, shotguns, handguns, ammunition, and mixed paint.
 - Items that may be associated with the transmission of disease, such as underclothing, bathing suits, hosiery, athletic supporters, and electric razors that have been in direct contact with the surface of the skin or body orifice or shows evidence of prior use, will not be accepted for return or exchange unless they are defective or still in unopened package. In the event such items are accepted, they will not be offered for resale.
 - Fine jewelry is subject to appraisal before a refund may be given.
 - Drones will not be accepted for a return or refunded.
 - **Luxury Handbags must be returned within 14 days with the original receipt. The item must maintain any security tags and items labels affixed to them for a full refund or return.**
 - Beer, Wine and Alcohol returns can only be accepted if the product is spoiled or otherwise unfit for consumption. No refunds will be issued for non-stocked or special order items.
 - No refunds or exchanges will be accepted for any Gift Cards, Tobacco products, Tobacco accessories, Electric Cigarettes/ E liquids, Glass and Vaporizers.