



**VALUE VILLAGE**  
THRIFT STORE & DONATION CENTER

## Village Rewards™ Return Policy:

At Arc's Value Village, we want you to be satisfied with your purchase. If you are a member of our Village Rewards customer loyalty program, you have the option to return merchandise for store credit within the following guidelines:

- **Women's, men's, & children's clothing & accessories (no jewelry) & small household items may be returned for store credit. We do not provide cash refunds.**
- Merchandise returns for store credit must be performed within seven (7) days of the original purchase date that is printed on the receipt.
- Store credit does not expire, however, store credit that is applied to Village Rewards accounts must be used during the customer's next purchase if the credit amount is lower than the purchase total. Store credit is not allowed to accumulate over time. Store credit will be visible to the Sales Associate at the Point of Sale who will then deduct the appropriate credit amount from the purchase total. Any unused credit will be carried over to the next purchase. The customer will be responsible for any remaining balance of the purchase, if applicable.
- Only items originally purchased at Arc's Value Village Thrift Stores with original tags still attached are eligible for store return & credit. If an item's ticket has been tampered with, we reserve the right not to issue a store credit.
- Purchases must be made & returned using a registered Village Rewards card. In-store credits are non-transferable. Management may also ask for ID.
- See a sales associate for a Village Rewards card or for registration assistance.
- All sales are final on select items including furniture, jewelry, media (books, music, DVDs, videos), large items including sporting goods, computer accessories. These items may not be returned.
- All sales are final on white-tagged brand new merchandise purchased by Arc's Value Village. This includes new mattresses.
- Arc's Value Village Gift Cards may not be purchased using store credit.
- Returning merchandise is a privilege; inappropriate or excessive misuse of the privilege may lead to a suspension of return privileges.
- Arc's Value Village reserves the right to change or discontinue the return program at any time.