



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 will be issued in the form of a credit slip, to be treated like cash. We do not provide cash refunds.
- Store credit does not expire.
- 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.
- All sales are final on select items including furniture, jewelry, media (books, music, DVDs, videos), large items including but not limited to 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.
- Items sold with a discounted tag (weekly colored tag sales & Sunday clearance sales) are ineligible for return or store credit. Adjustments will not be given on prior purchases.
- 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 any time.