

# Tools & Small Appliance Return Policy

We encourage you to test all power tools & small appliances upon returning home with your purchase. While we do our best to carefully inspect and test all products before placing them on our shelves, some products may need further operation before a defect can be noticed.

All tools & small appliance returns/exchanges **MUST** be processed within **14 days** of your purchase with an original, Openstock-issued receipt. If 14 days have passed since your purchase, or if you do not have original proof of purchase, a credit or exchange will not be available.

Due to the nature of open box sales, some products may show minor surface defects but otherwise function as intended. Any items purchased from Openstock that you attempt to return as defective will be processed in the form of **Openstock STORE CREDIT** or product exchange of equal monetary value.

Additionally, Openstock requires that your purchased item must be in the same condition that you received it, with the original packaging and all accessories included with your purchased item. Cash refunds will only be available when Openstock is neither able to promptly repair or replace the defective unit.

No returns will be available in a “change of mind” situation as all sales are final.



## **OUR OPEN BOX VALUE GUARANTEE**

At Openstock, we take pride in the products we sell and stand by our commitment to provide luxury items at great value to our customers. Due to the nature of open box sales some items may show defects but otherwise function as intended. We evaluate each and every product prior to listing and are committed to being transparent and honest about the condition of the merchandise we sell. If buyers have any questions or concerns as to an items condition feel free to contact us or visit our warehouse for in person evaluation.

We are always happy to help and service our cutomers. We guarantee your satisfaction on every Openstock purchase!