Returns, Refunds and Exchanges Policy

How To Return An Item
Your item must be in its original unused condition to be returned, unless there is a provable defect. You must return the item **within 30 days** of your purchase WITH your original receipt.

Return Exceptions

Seasonal items cannot be returned after use, season, or cold spell. Appliances are tested in store and are non-returnable. We will offer repair service for 30 days. Merchandise that has been altered will not be accepted for return or exchange.

Restocking Fee

All items are subject to a 15% restocking fee upon owners discretion this will be deducted from your refund and vary from case to case.

Payment Policy
Accepted Methods of Payment

Credit Card (Visa, Master Card, Discover)
Cash

Shipping Policy
Turnaround

All orders are shipped within 48 hours Tuesday - Friday 9am - 5pm.

Carriers

We use the following carriers to deliver our orders:

USPS
UPS
FedEx
DHL

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Most orders will ship free.

Privacy Policy

This policy covers how we use your personal information. We take your privacy SERIOUSLY and will take all measures to protect your personal information.

Sales Tax Exempt Policy

Sales tax exempt documentation **MUST** be provided and approved before checkout to avoid sales tax. Documentation must be emailed to WWW.SAVE@DISCOUNTOKC.COM Once verified you will be notified of the exemption status. Sales tax will be charged until verification.

Storage Policy

We are not a storage facility. We will secure your purchased merchandise as a courtesy for no more than 14 days. Any merchandise not picked up after that time period is considered abandoned.