

Results of 2010 Restocking Fee Survey

The Patrick-Murray Administration's Office of Consumer Affairs and Business Regulation surveyed the restocking and return fee policies of 21 popular retailers the week of Nov. 29. The survey found many retailers charge fees on electronics, and some charge for online returns but not in-store returns. The information below summarizes the fees for all of the retailers surveyed. For the full details of a retailer's return and restocking policies, visit their respective Websites.

Amazon	Restocking fees can range from 15 to 50 percent, depending on the item, including electronics, used books, and opened CDs and other items.
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Best Buy	Restocking fees include 10 percent on Apple iPhone, 15 percent on opened notebook computers, cameras, GPS and other items; 25 percent on special orders
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BJs	Restocking fees are possible for online purchases during the holiday season. Returned merchandise must be in new condition with original packing and accessories intact or may be subject to fee. Fee amount not defined.
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Burlington Coat Factory	Online only: Some merchandise is subject to an undefined fee. Applicable fees are stated on the individual product Web pages.
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Buy.com	No restocking fees
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Costco	No restocking fees, but refunds not given for some items returned after 90 days, including TVs, computers, cameras, MP3 players and cell phones.
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DeScenza Diamonds	No restocking fees
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Home Depot	15 percent fee for special orders and some cancellations
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JC Penny	No restocking fees
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Kay Jewelers	No restocking fees
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Kmart	No restocking fees
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Lord & Taylor	No restocking fees
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Lowe's	No restocking fees
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Macy's	10 percent restocking fee on furniture and mattresses, as well as a \$70 redelivery fee.
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Neiman Marcus	Non-defective, used merchandise may be charged a restocking fee. Merchandise returned 61-120 days after receipt is refunded 75 percent of purchase price, returns 121-180 days is refunded 50 percent, after 180 days no refund.
Office Max	15 percent restocking fee on opened technology, including computers, cameras, hard drives, networking equipment, digital picture frames, and accessories.
Sears	15 percent fees on home electronics without the original box, used, and without accessories; mattresses; built-in home appliances; special orders in hardware, sporting goods, lawn and garden, and automotive. Special orders cancelled after 24 hours subject to 15 percent cancellation fee.
Staples	No restocking fees
Tiffany & Company	No restocking fees. No returns if an item is engraved or damaged.
Toys 'R Us	No restocking fees. Some items such as computer software, DVDs, and electronics cannot be returned if opened.
Wal-Mart	No restocking fees