

RETURN POLICY

Returns and exchanges are subject to the following guidelines:

- A receipt is required for all returns and exchanges.
- Unopened new merchandise may be returned for a refund or exchanged within 30 days of purchase.
- Opened new merchandise may be exchanged for the identical item within 30 days of purchase but, with the exception of opened new accessories, cannot be returned for a refund.
- Used (pre-owned) merchandise and opened new accessories may be returned for a refund within 7 days of purchase or exchanged for the identical item within 30 days of purchase.
- We reserve the right to refuse any return and to require that certain items be returned directly to the manufacturer.

Refunds are issued in the original payment type. Cash purchases over \$150 and all check purchases are subject to a refund by check issued from our corporate office within 14 business days. Customers with a gift receipt will only receive an exchange or a gift card of equal value. We reserve the right to refuse any return.

TRADE-IN POLICY

To comply with local laws and regulations, trade-ins are subject to the following guidelines:

- Instant cash or credit. Where permitted, customers may receive cash for their trades. Cash value is 20% less than credit value.
- Where permitted, minors may trade merchandise. Where required by law, customers under 18 years old must have written parental consent or be accompanied by a parent or guardian.
- Upon request, we make our customer information available to law enforcement agencies.
- We reserve the right to refuse any trade.

CHECK POLICY

Personal checks will be accepted if:

- The check is imprinted with customer's name, account number and check number. Current street address and phone number must be imprinted or written on the check.
- A valid driver's license is presented for identification purposes.
- The check is made payable to GameStop or EB Games and does not exceed the amount of the purchase.

Subject to local law, a service charge up to \$30 will be added to all dishonored checks. We use a check verification service and reserve the right to refuse any check.

**We want to hear from you! Tell us how we did at:
tellgamestop.com or (800) 883-8895**

GameStop
power to the players™

All software for video game consoles may have been used and returned in accordance with our return policy.