

Sam's warehouse

Return Policy

At Sam's Warehouse we stand by the quality of the products we sell.

Shop with Confidence - Product Returns

We work hard to ensure we bring you quality products at the best prices. However, if you do purchase a product from us that:

- Is faulty (through no fault of your own) or is not of acceptable quality.
- Is not fit for its intended purpose.
- Does not match our descriptions or in store display models.
- Has defects that were not obvious or we did not bring to your attention,

Retail Adventures will provide a refund, replacement, repair, or, if you'd prefer you can keep the item as is and we will compensate you for the fault.

In all cases, you will be required to provide your store receipt or other adequate proof of purchase. If you cannot present your store receipt or other acceptable proof of purchase, we reserve the right not to offer a refund, exchange or repair.

We will do our best to assess your product in-store, but sometimes this may not be possible due to the nature of the product. We may need to send the item to the manufacturer to evaluate the product and assess the problem in order to determine whether you are entitled to an exchange, refund or repair.

Have you changed your mind about a purchase?

If you have simply changed your mind, we may offer you a refund or exchange card providing that:

- You return the item within 14 days of purchase.
- You produce your original store receipt.
- The item is in its original packaging, and you must also return all accessories and manuals.

- The item is in its original condition, unused, unworn & all labels are still attached.
- If the item is a CD, DVD or software, the security seal and/or shrink wrap must be unbroken.

Please choose carefully when purchasing the following products, as we do not offer a refund on these items unless the product is faulty, not doing what it's supposed to do, or significantly different to those shown or described to you.

- Cosmetics & fragrances.
- Hosiery, underwear or swimwear.
- Bedding accessories, including pillow and mattress protectors.
- CD, DVD or software (if the security seal and/or shrink wrap is broken)
- Mobile phones, prepaid starter kits or other activation products.
- Personal care merchandise.
- Prepaid vouchers (including mobile phone recharge etc) or gift cards.
- Any food product.

When returning items please note the following:

We reserve the right to assess the age & condition of returned goods prior to offering a refund, repair or exchange voucher. A refund, repair or exchange may not be given if:

- You cannot produce adequate proof of purchase.
- The product has been misused or mistreated.

Gift cards are not redeemable for cash