

## Return Policy

**Make a purchase that's not what you expected? Not to worry – we can help! We will gladly accept JCPenney and JCP.com merchandise returns in original condition.**

**JCPenney monitors Return Activity through the use of a third-party service and reserves the right to limit returns or exchanges with or without a receipt. Some exclusions apply. Refer to the Return Policy for details.**

### How do I return an item with a receipt?

Items purchased at JCPenney are eligible for exchange or refund of the purchase price on the original method of payment. Some exclusions apply. Refer to the Return Policy for details.

### What if I don't have a receipt?

Without a receipt, items purchased at JCPenney are eligible for exchange or refund as JCPenney store credit. The refund will be calculated at the item's **lowest selling price** within the last **45 days** and will be issued in the form of a merchandise return voucher. Some exclusions apply. Refer to the Return Policy for details.

Valid photo identification is required for all non-receipted returns or exchanges. Information from the ID will be retained in a secured company-wide database to monitor the number of un-receipted returns. JCPenney accepts the following IDs for returns: U.S., Puerto Rican, Canadian and Mexican Driver's License; U.S. State IDs; Puerto Rican IDs; Canadian Province IDs; U.S. Military IDs; U.S. Laser Visa; Passports; Matrícula Consular Card; Puerto Rican Voter Identification Card, and Mexican Voter Registration Card. JCPenney reserves the right to limit returns or exchanges with or without a valid receipt.

### For purchases and returns made in the states of CT and MA:

Customers must return any purchase **within 90 days** of the purchase date to receive a refund of the sales tax.

Returns made after 90 days of the purchase date will receive the refund of the purchase price excluding the sales tax.

### How can I return my order?

#### At a JCPenney store:

Bring your order to one of our JCPenney stores. This is the quickest and easiest way to return most merchandise and receive a refund or store credit. Some exclusions apply. Refer to the Return Policy for details. To return furniture items, call customer care at 1.800.442.7902.

#### By mail:

Complete the "returns" form on the invoice and return it with the item. If you do not have the invoice, please enclose your name, address, phone number, order number and the approximate date of purchase with the item and mail it to the JCP.com facility nearest you. Some exclusions apply. Refer to the Return Policy for details. Customers are responsible for the return postage. Credits can take up to 4 weeks based on shipping and processing time.

The address for your return is one of the following:

Reno	Kansas City	Columbus
JCP.com facility	JCP.com facility	JCP.com facility
11111 Stead Blvd.	10500 Lackman Rd.	5555 Scarborough Blvd.
Reno, NV	Lenexa, KS	Columbus, OH
89506-1500	66250-0001	43232-4730

Additionally, most items bought online may be returned to a JCPenney store. Some exclusions apply. Refer to the Return Policy for details.

### How long does it take for a refund to appear on a JCPenney Credit Card account?

Refunds to a JCPenney Credit Card typically take 3-4 days to post to your account from the day the merchandise was received.

### How long does it take for a refund to appear on Bank Card or Debit Card?

For information about refunds to a third party credit card, contact your financial institution. It typically takes 7 – 10 days to post to your account from the day the merchandise was received.

### What are the return exceptions?

#### Face Masks:

All sales are final for face masks (including masks sold separately and in bundles of more than one) and are not returnable. Our policy ensures that masks have not been worn or tried on.

#### Body Jewelry/Ear Piercing Kits:

**All sales are final for Body Jewelry and Ear Piercing Kits** (including Belly Rings, Nose Rings, Eyebrow Rings, Captive Hoops, Ear Tapers, Ear Plugs, Circular Horseshoes) and are not returnable. Our policy ensures that body jewelry has not been worn or tried on.

#### Fine Jewelry:

All Fine Jewelry and Watches must be returned **within 60 days** of the purchase date **with a sales receipt**. All watches must be returned unworn, unaltered, and in the original condition with packaging and any accompanying accessories.

Special Orders/Personalized Gifts **cannot be returned** after delivery and acceptance. Refer to the manufacturer's warranty for defective watches. Certified Jewelry should be returned with the certificate.

#### Fitness Trackers and Smart Watches:

Must be returned within 10 days of purchase with a sales receipt, unworn, and unaltered in original condition with packaging and any accompanying accessories

Refer to the manufacturer's warranty for defective watches

Customer is solely responsible for removing all personal customer data and disconnecting or unpairing the device from any other devices prior to the return. JCPenney is not responsible for any data left on the device. Should any data be left on the device upon return, JCPenney will delete the data and wipe the device clean. After the return is final, any content will be unrecoverable

#### Made-to-Measure Blinds, Shades, Shutters and Draperies:

Made-to-Measure Blinds, Shades, Shutters and Draperies orders are custom fabricated to your exact specifications and can only be canceled within 24 hours of the initial transaction to receive a refund. After 24 hours the order can only be returned if the product arrives damaged, was made incorrectly, or has manufacturer defects.

#### In-Home Custom Window Treatments:

For IHCW purchases and installations made or performed prior to 12/31/2020, contact JCPenney Customer Support at 800-322-1189.

For inquiries related to the new IHCW business launching 9/15/2021, contact Customer Support at 800-831-8969.

#### Electronics:

Electronics must be returned **within 30 days** of delivery. We encourage you to inspect your merchandise upon receipt. Defects or damages must be reported within 48 hours of delivery.

Refunds will not be issued without a receipt. Prior to returning any electronic product, please remove all personal information or data from the product. JCPenney is not responsible for personal information or data stored on any returned electronic product.

Merchandise must be returned with all accompanying manuals and accessories.

**Delivery fees are non-refundable.** Returns will be charged a 15% restocking fee and \$85 pick up fee.

Electronics delivery is limited to locations within the 48 contiguous United States. JCPenney will not deliver to known expeditors or freight forwarders.

JCPenney is not responsible for and will have no liability for pick up or delivery by non-JCPenney delivery agents. Items shipped via UPS should be returned via UPS in the original box. Customers are responsible for return postage. Electronics returns are not accepted in store. Customers should retain the invoice and call customer care 1-800-322-1189 for return instructions.

### **Fitness Equipment:**

Fitness equipment must be returned within 48 hours of delivery. We encourage you to inspect your merchandise upon receipt. Defects or damages must be reported within 48 hours of delivery.

Refunds will not be issued without a receipt. Prior to returning any fitness product, please remove all personal information or data from the product. JCPenney is not responsible for personal information or data stored on any returned fitness product.

Merchandise must be returned with all accompanying manuals and accessories. Delivery fees are non-refundable. Returns will be charged a 15% restocking fee and \$85 pick up fee.

Fitness delivery is limited to locations within the 48 contiguous United States. JCPenney will not deliver to known expeditors or freight forwarders.

JCPenney is not responsible for and will have no liability for pick up or delivery by non-JCPenney delivery agents. Items shipped via UPS should be returned via UPS in the original box. Customers are responsible for return postage. Fitness equipment returns are not accepted in store. Customers should retain the invoice and call customer care 1-800-322-1189 for return instructions.

### **Furniture Policy:**

Furniture must be returned within 30 days of delivery. We encourage you to inspect your merchandise upon receipt.

Defects or damages must be reported within 48 hours of delivery.

Refunds will not be issued without a receipt.

Delivery fees are non-refundable. Returns will be charged a 15% restocking fee and \$85 pickup fee.

Furniture delivery is limited to locations within the 48 contiguous United States. JCPenney will not deliver to known expeditors or freight forwarders.

JCPenney is not responsible for and will have no liability for pick up or delivery by non-JCPenney delivery agents. Items shipped via UPS should be returned via UPS in the original box. Customers are responsible for return postage.

Furniture returns are not accepted in store. Customers should retain the invoice and call customer care 1-800-442-7902 for return instructions.

### **Mattress Policy:**

Mattresses must be returned within 120 days of delivery. We encourage you to inspect your merchandise upon receipt.

Defects or damages must be reported within 48 hours of delivery. Refunds will not be issued without a receipt.

Delivery fees and Mattress Haul Away Service fees are non-refundable. Returns will be charged a 15% restocking fee and the pick-up fee will be waived if an alternate mattress is selected. If an alternate mattress is not selected there will be a 20% restocking fee and an \$85 pick up fee.

Mattress delivery is limited to locations within the 48 contiguous United States. JCPenney will not deliver to known expeditors or freight forwarders.

JCPenney is not responsible for and will have no liability for pick up or delivery by non-JCPenney delivery agents. Items shipped via UPS should be returned via UPS in the original box. Customers are responsible for return postage. Items shipped via UPS should be returned via UPS in

the original box. Customers are responsible for return postage. Mattress returns are not accepted in store. Customers should retain the invoice and call customer care 1-800-442-7902 for return instructions.

### **Major Appliances**

Major Appliance protection plans purchased at JCPenney is honored by a third-party provider. Samsung, LG, GE, and Frigidaire honor their respective manufacturer's warranty agreement through the applicable warranty period. For specific questions regarding vendor information, including user/care guides warranty or rebate information and/or redemption, see contact list below:

Samsung:

<https://www.Samsung.com/us/support> LG:

<https://www.lg.com/us/support>

GE:

<https://www.geappliances.com/ge/service-and-support> Frigidaire:

<https://www.Frigidaire.com>

For other Major Appliance questions, please contact JCPenney Customer Care at 1-844-527- 2775.

### **Special Occasion Dresses:**

Special Occasion dresses must be returned in their original condition with the green return tag in place.

### **JCPenney / InStyle Salon:**

JCPenney Salon/The Salon by InStyle Salon returns follow the JCPenney Store Return Policy.

### **Optical (US Vision):**

Custom-made eyewear and unopened contact lenses may be returned for a full refund within 24 hours of customer acceptance.

Within 60 days of customer acceptance, we will exchange custom eyewear and unopened contact lenses for product of equal or lesser value if you are unsatisfied with your purchase. Opened contact lenses may not be returned.

Eye Exams are not refundable.

### **Optical (For Eyes -Puerto Rico)**

Custom-made eyewear and contact lenses can be returned for full refund within 30 days of receipt of item

Prescription Change: One-time free lens replacement within 90 days of eye exam used to place an order

Progressive Adaptation Warranty: Customers who purchase progressive lenses have 30 days after receiving the new glasses to adjust to the lens design. If unable to adjust, we provide up to two free lens refits with replacement lenses of equal or lesser value (any difference will be refunded).

We can also provide a full refund upon return of the product, if unable to adjust to the lens design within the 30 days period.

### **Portrait:**

Photos may be returned for a full refund in the original form of payment **within 60 days** of the purchase date with a sales receipt.

**Without a sales receipt**, we will **exchange** the product for another product of equal or lesser value **within 60 days** of the purchase date (date will be verified in JCPenney portraits system).

Digital Images and CD's **cannot be returned or exchanged.**

### **Sephora Inside JCPenney**

Refunds are only accepted on purchases made at Sephora inside JCPenney stores with a valid JCPenney receipt. All purchases made at Sephora freestanding or Sephora inside Kohls, must be returned to the retailer of original purchase.

### **Sephora returns with a JCPenney receipt:**

Refunds will be remitted to original form of payment if returned within 30 days of purchase date.

Refunds will be remitted to a merchandise return voucher if returned 31 – 60 days after purchase date.

Exchanges can be offered any time up to 60 days if presented with a valid JCPenney receipt for the purchase price.

JCPenney is not able to process returns of any merchandise purchased after 60 days of the original purchase.

### **Sephora non-receipted returns:**

JCPenney is not able to process returns of any Sephora inside JCPenney merchandise without a valid JCPenney receipt.

Purchases made within JCPenney can be looked up using the client credit card used during purchases. Digital receipts will be used if the client has it in their email following receipted return timing.

SIJCP is unable to look up Beauty Insider accounts to validate purchase history.

**JCPenney.com Sephora Purchases:****JCPenney Beauty (non-SiJCP)**

JCPenney Beauty return policy mirrors the JCPenney return policy.

JCPenney Beauty purchases made at JCP.com that have a JCP.com invoice mirror the JCP.com policy.

**Special delivery or trucked items**

To return special delivery or trucked items, call customer care at 1.800.442.7902 to arrange for pick up.

If the item is damaged, and the driver is still there, ask for an Inspection Report and have the item taken back.

**Warranted items**

Specific instructions for items being returned for reasons covered by a JCPenney or manufacturer's warranty have been included in the package with each warranted item.

If you have additional questions, if a part is missing, or if you need warranty information, call customer care at 1.800.322.1189.

**What can't be returned?**

Gift Cards, Monogrammed Items, Personalized Items, Altered Items, Body Jewelry, Face Masks, Ear Piercing Kits, Perishable Food and Services.

**What if I made the order on JCP.com?**

Merchandise sold exclusively on JCP.com may have certain exclusions that apply. Shipping and handling charges are non-refundable unless the merchandise delivered was the wrong item, is damaged, defective or was shipped to a location other than the shipping address that was provided when ordered. Manufacturers' warranties may apply in certain situations.

Items purchased at JCP.com are eligible for refund of the purchase price on the original method of payment. Orders purchased with PayPal will be refunded as cash when the customer is present at the point of return or as a check to the customer's billing address when the customer is not present. Some exclusions apply. Refer to the Return Policy for details.