

Return Policy

Make a purchase that's not what you expected? Not to worry – we can help! We will gladly accept many JCPenney Store 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.

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 rules and exceptions apply. Please see the sections below for more information.

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 rules apply. Please see below.

- 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 merchandise and receive a refund or store credit. To return furniture items, call customer care at 1.800.442.7902.

- **By mail:**

- Complete the "returns or exchange" form on the invoice and return it with the item. If you do not have the invoice, please enclose your name, address, phone number, and the approximate date of purchase with the item and mail it to the JCP.com facility nearest you. Customers are responsible for the return postage.
- 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. Lenexa, KS	5555 Scarborough Blvd. Columbus, OH
Reno, NV 89506-1500	66250-0001	43232-4730

What are the return exceptions?

- **Body Jewelry:**

- **All sales are final for Body Jewelry** (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:**

- Smart Watches and Fitness Trackers must be returned **within 10 days** of purchase with a valid receipt. Refunds will not be issued without a receipt. Refer to the Manufacturer's Warranty for defective watches.

- **Custom Blinds, Shades and Draperies:**

- Custom Blinds, Shades, and Draperies orders are custom fabricated to your specifications. The order **must be cancelled within 24 hours** of the initial transaction to receive a refund.

- **In-Home Custom Window Treatments:**

- Contracts can only be cancelled **within 3 business days** of the contract date to receive a refund of payment made. Contracts cannot be altered or cancelled after 3 business days as these are custom fabricated window products. Customers should contact Customer Service at 1-800-543-5436.

- **Electronics/Fitness Equipment:**

- Electronics/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 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/ 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, Electronics/Fitness delivered products should not be returned to stores.
- For further questions, customers should contact Customer Service at 1-800-322-1189.

- **Furniture/Mattress Policy:**

- Furniture and Mattresses must be returned **within 48 hours** of delivery. We encourage you to inspect your merchandise upon receipt.
- Special orders must be cancelled by the next business day following order placement and cannot be returned after delivery and acceptance.
- 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 \$85 pickup fee.
- Furniture and 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, Furniture and Mattresses should not be returned to stores.
- For further questions, customers should contact Customer Service at 1-800-442-7902.

- **Major Appliances**

- After July 1, 2019, JCPenney does not support Major Appliances (including refrigerators, washers, dryers, ranges, dishwashers, microwaves and air conditioners).
- For assistance with a Major Appliance return, please contact JCPenney Customer Care at 1-844-527-2775.
- Major Appliance protection plans purchased at JCPenney will continue to be honored by a third-party provider. Samsung, LG, GE, and Frigidaire will continue to 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>

- **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:**

- 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.**

- **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.**

- **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, Perishable Foods 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 is damaged, defective or there is a shipping error. 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 a check to the customer's billing address.

How can I return Sephora inside JCPenney?

Temporary Extended Returns Policy Due to COVID-19

For product purchases made in-store on or after February 15, 2020, we will accept in-store returns, with receipt, within 30 days of re-opening. In-store purchases made on or after January 15, 2020 through February 14, 2020, with receipt, will be given 30 days of stores re-opening to return for a store credit in the form of a Merchandise Return Voucher, which may be used for any merchandise sold at a JCPenney location or jcp.com. Merchandise Return Vouchers are not valid for use in stores operated by Sephora at its freestanding locations or on Sephora.com. The Merchandise Return Voucher has no expiration date, cannot be redeemed for cash, reloaded, transferred to others, or sold and will not be replaced if lost or stolen.

To ease returns for online orders, we have adjusted our current 30-day return policy and increased it to 60 days to be returned to the original method of payment.

Can I exchange Sephora inside JCPenney products?

- We are happy to exchange your new or gently used purchases of merchandise made in any location, either SJCP or Sephora Freestanding, or on either JCP.com or Sephora.com, for another product within **60 days of purchase with a receipt**.

Do you have a Lowest Price Guarantee?

- Yes, we offer our lowest price guarantee to ensure that you always find value in your purchase.

- **Within 14 days** after your purchase, if you find a lower, currently advertised price on an identical item at a competitor, just bring the ad to a JCPenney store and we'll **beat that price by 5%**.

- **Does not include:** JCPenney Salon/[The Salon by InStyle](#) Salon, Optical, Portrait, In-Home Custom Window Treatments or Services.

- Lowest price guarantee on Sephora, Electronics and Fitness Equipment does not include extra 5%.

- For online purchases, call Customer Care at 1-800-322-1189.

- Additional FAQs available [here](#).

Can the price be adjusted in store?

- One time sales adjustments will be made in-store **within 14 days** of the purchase with the original sales receipt.