

☐

I'm not robot


reCAPTCHA

I am not robot!

Menards return policy no receipt

When shopping for home improvement and construction materials, Menards stands as a trusted destination for countless customers. However, what happens when you need to return a product or encounter an issue with your purchase? If you wish to return an item to Menards, you have a 30- or 90-day return window, depending on the product. In this comprehensive guide, we will delve into the intricacies of Menards' return policy, covering everything from return methods to product-specific rules, and frequently asked questions. Menards is a well-known retail business with a focus on gardening supplies, building supplies, and home improvement products. Menards is a favorite stop for homeowners, contractors, and DIY enthusiasts in the United States. It has more than 351 stores distributed across 15 states. Menards offers a fair and customer-friendly return policy. Here are the key points you should know: Time frame: Most items can be returned within 90 days of purchase. However, some merchandise may have specific return windows, such as 30 days for electronics. Receipt Requirement: It is advisable to keep your original receipt as proof of purchase. Without a receipt, Menards may issue a store credit at the lowest sale price. Conditions: The item being returned must be in its original condition, including packaging, tags, and accessories. Menards has the right to decline returns for items that have been used, damaged, or altered. Refunds: If you meet the return criteria, Menards provides refunds back to the original form of payment. However, in certain cases, refunds may be issued as store credit. At Menards, they understand that sometimes you may need to return an item even after the 90-day return window. While their return policy generally states that items must be returned within 90 days of purchase, they do have some flexibility in certain situations. If you find yourself in a situation where you need to return an item after the 90-day period, it is best to reach out to the Menards customer service team or visit your local Menards store. They will be able to provide you with the best course of action based on the specific circumstances. The Return Process of Menards With 351 locations in 15 states, there's a fair chance you can find a Menards store in your neighborhood. To return the things, you'll need to: Find a place that works best for you. Bring the purchase receipt or confirmation email with you. Show the order details at the Service Desk usually located by the entrance. If you've made a purchase from Menards and need to return an item purchased online, the process is quite straightforward. When initiating a return, you'll need to have your original order number, as well as the email address associated with the order. This information will be crucial for a smooth return process. Start by visiting the Menards official website and navigate to the "Returns" section. Here, you'll find a "Start a Return" option. Click on it, and you'll be prompted to enter your order information. Once you've entered the necessary details, you'll be guided through the return process step by step. Menards offers a variety of options for returning items, including returning them to a physical Menards store or initiating a return via mail. If you didn't receive a receipt for a transaction, you might be able to print one if the original purchase was made with a credit card or check in any Menards store using the Return Receipt Kiosk by the Customer Service Desk. If you paid with a check or credit card, you can print your receipt online from your Menard account as well. Visit the Lookup Receipts page for further details on how to check your orders online and print your receipt. If your items are on order, an in-store credit will be given at the lowest price, including any rebates or coupons that may have reduced the price. Without a receipt, we reserve the right to reject a refund. Note that a state identification card or driver's license will be required for all no-receipt returns. They cannot issue a refund for a no-receipt return without an ID. When it comes to returning or exchanging your purchases at Menards, it's important to be aware of their exchange criteria. Firstly, make sure to keep your original receipt as it is required for any exchanges or returns. Menards accepts returns within 90 days of purchase, provided the item is in its original condition and packaging. If the product is damaged or defective, Menards will gladly replace it. Menards has a straightforward refund policy in place to ensure customer satisfaction. The company requires a time of 7-10 days to refund the order to the original mode of payment. Here is a detailed view of all refund methods: Type of payment: Refund and Credit Policy: Credit card/debit card If you use a credit card, you will get a refund in your credit card. Shipping and handling costs are not refundable. Gift In-store credit: Check In-store credit: Cash: Refund Policy: When it comes to Menards' return policy, there are a few non-refundable goods to keep in mind. Menards does not offer refunds or exchanges for custom-made or special-order items. These are products that are specifically made or designed to your specifications or those that are not typically stocked by Menards. Additionally, perishable items like food, plants, and flowers are non-refundable due to their nature. Furthermore, Menards does not accept returns on open boxes or used items unless they are defective. It is important to note that the packaging and all original accessories must be intact for a return to be accepted. Product-Specific Return Rules: When it comes to returning products to Menards, there are some specific rules you should be aware of. Different items may have different return policies, so it's important to know the details. Products and purchases: Return Policy: Gift Cards: Non-refundable: Service items such as handheld gas-powered item or contractor paint sprayer: 30 days: return: Holiday items: Can be returned before the holiday: Gas-powered items consist of gas-powered wheeled goods, including the following: • Lawnmowers • Snow throwers • Tillers • Log splitters • Chipper shredders • Generators • Pressure washers: 30 days of purchase with a receipt: Handling and packaging charges are non-refundable. Herbicides: Non returnable: Pesticides: Non returnable: Aerosols: Non returnable: Plants: They guarantees these items for 1 year: Major Appliances: You can return items with manufacturing defects within 7 days. Product-Specific Return Rules: Menards has a user-friendly return policy that ensures a smooth and hassle-free shopping experience. To return a product, keep the original packaging and bring the receipt or proof of purchase. Menards allows returns within 90 days of purchase, allowing ample time to assess the item and determine if it meets expectations. The customer service team at Menards is available to assist with returns, whether a faulty product or changing your mind. By understanding and following the policy, customers can trust Menards' commitment to customer satisfaction and efficient returns. The answer is No. Returning special orders to Menards follows a slightly different process than returning regular items. Special orders are products that are not typically stocked in the store and are specially ordered for a customer. When it comes to returning special orders to Menards, it's important to note that they are generally not eligible for return or refund. This is because these items are specifically customized or ordered in unique quantities and cannot be resold. Yes, you can return it, you will need to bring your original receipt or proof of purchase to any Menards store. The return must be made within 90 days of the purchase date, and it is important to ensure that the paint can remain unopened and in its original condition. If you happen to receive a defective item from Menards, don't worry. They have a comprehensive return policy in place to address such situations. When you encounter a defective product, the first thing you should do is reach out to Menards' customer service. They have a dedicated team ready to assist you with any issues you may face. One popular e-commerce app, Menards, has its own return policy in place. According to Menards, they accept returns within 90 days from the date of purchase for most items. However, there are exceptions to this rule. For example, electronics must be returned within 30 days, and certain seasonal items may have a shorter return period. Yes, you can. If you've recently made a purchase at Menards and noticed that the price of the item has dropped, you may be wondering if you can get a price adjustment. The good news is that Menards does offer price adjustments under certain circumstances. Happy Shopping! Quick Nav: Returns | Cancellations | Return Policy How do I return an item to a Menards® store? Please bring your receipt or order confirmation email to the Service Desk located at the entrance to the store to return products purchased at any Menards® location to any store. Products purchased on MENARDS.COM® can also be returned to any store. When will I receive credit for the return of my MENARDS.COM® order? After you return your MENARDS.COM® order and it has been received and processed by our warehouse, you should see the credit on your card in about 7 to 10 days. Can I return an item I purchased online to a Menards® store? You can return an item you purchased online to a Menards® store. However, it is at the individual store's discretion whether or not to accept the return. Please view our Return Policies below for more details. What do I do if I receive a damaged item? If your item arrives damaged, please contact our Online Customer Service Representatives within 3 days of receiving the item. We will assist you in returning the damaged item and providing a replacement. Nationwide Delivery & Installation returns? Customers that select Installation or Uncrate Set in Place, please inspect your product for any damage upon delivery as services may not be returned after the delivery and Proof of Delivery signature by a consenting adult 18 years of age or older. If you see damage, do not accept the product and let your delivery personnel know immediately; you will have the choice to either have a replacement product of the same model redelivered at no charge or to cancel your order. Customers who select Basic Delivery (no Installation or Uncrate Set in Place) have seven (7) calendar days from date of delivery to inspect their product for damage that was concealed at time of delivery. To request a product return for concealed damage, please contact Whirlpool® at 1-888-900-7860 or TradeSupport@Whirlpool.com with your Menards® order number and product serial number. Availability is Monday through Friday from 8:00 a.m. to 6:00 p.m. ET, excluding select holidays. If your request for a product return is approved by Whirlpool®, you will have the choice to either have Whirlpool® pick up your damaged product and deliver you a new replacement product of the same model at no charge, or to cancel your order and Whirlpool® will pick up your damaged product at no cost to you. Returns for concealed damage, please contact Whirlpool® at 1-888-900-7860 or TradeSupport@Whirlpool.com with your Menards® order number and product serial number. Availability is Monday through Friday from 8:00 a.m. to 6:00 p.m. ET, excluding select holidays. If your request for a product return is approved by Whirlpool®, you will have the choice to either have Whirlpool® pick up your damaged product and deliver you a new replacement product of the same model at no charge, or to cancel your order and Whirlpool® will pick up your damaged product at no cost to you. Returns for concealed damage do not cover product damage that has occurred due to improper handling by anyone other than an authorized home delivery agent.



What do I do if I receive a damaged item? If your item arrives damaged, please contact our Online Customer Service Representatives within 3 days of receiving the item. We will assist you in returning the damaged item and providing a replacement. Nationwide Delivery & Installation returns? Customers that select Installation or Uncrate Set in Place, please inspect your product for any damage upon delivery as services may not be returned after the delivery and Proof of Delivery signature by a consenting adult 18 years of age or older. If you see damage, do not accept the product and let your delivery personnel know immediately; you will have the choice to either have a replacement product of the same model redelivered at no charge or to cancel your order. Customers who select Basic Delivery (no Installation or Uncrate Set in Place) have seven (7) calendar days from date of delivery to inspect their product for damage that was concealed at time of delivery. To request a product return for concealed damage, please contact Whirlpool® at 1-888-900-7860 or TradeSupport@Whirlpool.com with your Menards® order number and product serial number. Availability is Monday through Friday from 8:00 a.m. to 6:00 p.m. ET, excluding select holidays. If your request for a product return is approved by Whirlpool®, you will have the choice to either have Whirlpool® pick up your damaged product and deliver you a new replacement product of the same model at no charge, or to cancel your order and Whirlpool® will pick up your damaged product at no cost to you. Returns for concealed damage do not cover product damage that has occurred due to improper handling by anyone other than an authorized home delivery agent. What if there's a problem with a product that has been installed, and I can't return it? If you have purchased something, installed it, and have a problem with it and cannot simply bring it back for an exchange or refund - please fill out this form and mail it to: Menards Installed Product Complaint Department at Menard, Inc 5101 Menard Drive Eau Claire, WI 54703 Be sure to attach a copy of your receipt/invoice/special order contract, and fill out the form completely or your claim will be delayed. I want to return unneeded pallets. Menards® Recycles! You can return unneeded pallets free of charge to your local Menards® store. Locate your nearest store now. How can I cancel my order? Please contact our Online Customer Service Representatives with your request. Due to our expedited processing, your MENARDS.COM® order may already be in process or production, and we will be unable to cancel it. Can Buy Online & Pick Up at Store orders be canceled? We Pull - Pick Up at Store: You can cancel your order any time before it reaches the "In Process" stage. Once your order is In Process, it cannot be cancelled. If you do not want to keep the items you ordered, you may be able to return them. Please note that processing fees on We Pull - Pick Up at Store Orders are nonrefundable once an order is "In Process." Please also note that stock merchandise that is cut or altered will be subject to a 25% restocking fee.



Products purchased on MENARDS.COM® can also be returned to any store. When will I receive credit for the return of my MENARDS.COM® order? radizewezeke After you return your MENARDS.COM® order and it has been received and processed by our warehouse, you should see the credit on your card in about 7 to 10 days. Can I return an item I purchased online to a Menards® store? You can return an item you purchased online to a Menards® store. However, it is at the individual store's discretion whether or not to accept the return. Please view our Return Policies below for more details. What do I do if I receive a damaged item? If your item arrives damaged, please contact our Online Customer Service Representatives within 3 days of receiving the item. We will assist you in returning the damaged item and providing a replacement. Nationwide Delivery & Installation returns? Customers that select Installation or Uncrate Set in Place, please inspect your product for any damage upon delivery as services may not be returned after the delivery and Proof of Delivery signature by a consenting adult 18 years of age or older. If you see damage, do not accept the product and let your delivery personnel know immediately; you will have the choice to either have a replacement product of the same model redelivered at no charge or to cancel your order. Customers who select Basic Delivery (no Installation or Uncrate Set in Place) have seven (7) calendar days from date of delivery to inspect their product for damage that was concealed at time of delivery. To request a product return for concealed damage, please contact Whirlpool® at 1-888-900-7860 or TradeSupport@Whirlpool.com with your Menards® order number and product serial number. Availability is Monday through Friday from 8:00 a.m. to 6:00 p.m. ET, excluding select holidays. If your request for a product return is approved by Whirlpool®, you will have the choice to either have Whirlpool® pick up your damaged product and deliver you a new replacement product of the same model at no charge, or to cancel your order and Whirlpool® will pick up your damaged product at no cost to you. Returns for concealed damage do not cover product damage that has occurred due to improper handling by anyone other than an authorized home delivery agent. What if there's a problem with a product that has been installed, and I can't return it? If you have purchased something, installed it, and have a problem with it and cannot simply bring it back for an exchange or refund - please fill out this form and mail it to: Menards Installed Product Complaint Department at Menard, Inc 5101 Menard Drive Eau Claire, WI 54703 Be sure to attach a copy of your receipt/invoice/special order contract, and fill out the form completely or your claim will be delayed. I want to return unneeded pallets. Menards® Recycles! You can return unneeded pallets free of charge to your local Menards® store. Locate your nearest store now. How can I cancel my order? Please contact our Online Customer Service Representatives with your request. Due to our expedited processing, your MENARDS.COM® order may already be in process or production, and we will be unable to cancel it. Can Buy Online & Pick Up at Store orders be canceled? We Pull - Pick Up at Store: You can cancel your order any time before it reaches the "In Process" stage. Once your order is In Process, it cannot be cancelled. If you do not want to keep the items you ordered, you may be able to return them. Please note that processing fees on We Pull - Pick Up at Store Orders are nonrefundable once an order is "In Process." Please also note that stock merchandise that is cut or altered will be subject to a 25% restocking fee. You Pull - Pick Up at Store: You can cancel the order at any time before you pull it at the store. Will I be charged if I cancel my Nationwide Delivery & Installation order? In the event of a cancellation, you will not be charged for any product, delivery, installation service, or pickup of the damaged product; related refunds will be processed through Menards®. Returns with a Receipt within 90 Days of Purchase If you make a return after 90 days of purchase, you will receive an in-store credit for the original purchase price. Returns without a Receipt For transactions without a receipt, you may be able to print a Return Receipt if the original purchase was made by check or credit card by using the Return Receipt Kiosk located by the Customer Service Desk at any Menards® store. You can also print your receipt online from your Menards® account if your purchase was made with a check or credit card. For more information on looking up your orders online and printing your receipt, visit the Lookup Receipts page. If your items are on order, in-store credit will be issued for the lowest price offered, including discounts due to coupons or rebates. We reserve the right to refuse a refund without a receipt. Please note that a driver's license or state ID will be required for all no-receipt returns. We cannot issue a refund for a no-receipt return without an ID. Can I Return a Gift Card? Gift cards are not returnable or refundable. Menards® gift cards cannot be redeemed for cash or credit except where required by law. Exceptions Concerning Your Return or Exchange The Return Policy varies by product type. These exceptions are denoted on the front of the register receipt in the following manner: 30-Day Over-the-Counter Exchange (TD) Products may be returned or exchanged within 30 days of purchase with a receipt. No returns, refunds, exchanges, or credits will be issued without a receipt.



Products purchased on MENARDS.COM® can also be returned to any store. When will I receive credit for the return of my MENARDS.COM® order? After you return your MENARDS.COM® order and it has been received and processed by our warehouse, you should see the credit on your card in about 7 to 10 days. Can I return an item I purchased online to a Menards® store? You can return an item you purchased online to a Menards® store. However, it is at the individual store's discretion whether or not to accept the return. Please view our Return Policies below for more details. What do I do if I receive a damaged item? If your item arrives damaged, please contact our Online Customer Service Representatives within 3 days of receiving the item. We will assist you in returning the damaged item and providing a replacement. Nationwide Delivery & Installation returns? Customers that select Installation or Uncrate Set in Place, please inspect your product for any damage upon delivery as services may not be returned after the delivery and Proof of Delivery signature by a consenting adult 18 years of age or older. If you see damage, do not accept the product and let your delivery personnel know immediately; you will have the choice to either have a replacement product of the same model redelivered at no charge or to cancel your order. Customers who select Basic Delivery (no Installation or Uncrate Set in Place) have seven (7) calendar days from date of delivery to inspect their product for damage that was concealed at time of delivery. To request a product return for concealed damage, please contact Whirlpool® at 1-888-900-7860 or TradeSupport@Whirlpool.com with your Menards® order number and product serial number. Availability is Monday through Friday from 8:00 a.m. to 6:00 p.m. ET, excluding select holidays. If your request for a product return is approved by Whirlpool®, you will have the choice to either have Whirlpool® pick up your damaged product and deliver you a new replacement product of the same model at no charge, or to cancel your order and Whirlpool® will pick up your damaged product at no cost to you. Returns for concealed damage do not cover product damage that has occurred due to improper handling by anyone other than an authorized home delivery agent. What if there's a problem with a product that has been installed, and I can't return it? If you have purchased something, installed it, and have a problem with it and cannot simply bring it back for an exchange or refund - please fill out this form and mail it to: Menards Installed Product Complaint Department at Menard, Inc 5101 Menard Drive Eau Claire, WI 54703 Be sure to attach a copy of your receipt/invoice/special order contract, and fill out the form completely or your claim will be delayed. I want to return unneeded pallets. Menards® Recycles! You can return unneeded pallets free of charge to your local Menards® store. Locate your nearest store now. How can I cancel my order? Please contact our Online Customer Service Representatives with your request. Due to our expedited processing, your MENARDS.COM® order may already be in process or production, and we will be unable to cancel it. Can Buy Online & Pick Up at Store orders be canceled? We Pull - Pick Up at Store: You can cancel your order any time before it reaches the "In Process" stage. Once your order is In Process, it cannot be cancelled. If you do not want to keep the items you ordered, you may be able to return them. Please note that processing fees on We Pull - Pick Up at Store Orders are nonrefundable once an order is "In Process." Please also note that stock merchandise that is cut or altered will be subject to a 25% restocking fee. You Pull - Pick Up at Store: You can cancel the order at any time before you pull it at the store. Will I be charged if I cancel my Nationwide Delivery & Installation order? In the event of a cancellation, you will not be charged for any product, delivery, installation service, or pickup of the damaged product; related refunds will be processed through Menards®. Returns with a Receipt within 90 Days of Purchase • Purchases made with cash will be issued a cash refund. • Purchases made with a debit card will be issued a refund to the account. If a refund cannot be processed back to the original form of payment you will receive a Merchandise Credit Check. • Purchases made with a check will be issued a refund in the form of an in-store credit if the receipt is less than 6 days old. • Purchases made with multiple tenders will have the tenders refunded in the following order: Menards® Card, Discover® Card, American Express®, Mastercard®, Visa®, in-store credit/gift card, debit, then cash at the discretion of Menards®. pejacahuva Returns with a Receipt after 90 Days of Purchase If you make a return after 90 days of purchase, you will receive an in-store credit for the original purchase price. Returns without a Receipt For transactions without a receipt, you may be able to print a Return Receipt if the original purchase was made by check or credit card by using the Return Receipt Kiosk located by the Customer Service Desk at any Menards® store. You can also print your receipt online from your Menards® account if your purchase was made with a check or credit card. For more information on looking up your orders online and printing your receipt, visit the Lookup Receipts page. If your items are on order, in-store credit will be issued for the lowest price offered, including discounts due to coupons or rebates. We reserve the right to refuse a refund without a receipt. Please note that a driver's license or state ID will be required for all no-receipt returns. We cannot issue a refund for a no-receipt return without an ID. Can I Return a Gift Card? Gift cards are not returnable or refundable. Menards® gift cards cannot be redeemed for cash or credit except where required by law. Exceptions Concerning Your Return or Exchange The Return Policy varies by product type. These exceptions are denoted on the front of the register receipt in the following manner: 30-Day Over-the-Counter Exchange (TD) Products may be returned or exchanged within 30 days of purchase with a receipt. No returns, refunds, exchanges, or credits will be issued without a receipt.



After you return your MENARDS.COM® order and it has been received and processed by our warehouse, you should see the credit on your card in about 7 to 10 days. Can I return an item I purchased online to a Menards® store? You can return an item you purchased online to a Menards® store. However, it is at the individual store's discretion whether or not to accept the return. Please view our Return Policies below for more details. What do I do if I receive a damaged item? If your item arrives damaged, please contact our Online Customer Service Representatives within 3 days of receiving the item. We will assist you in returning the damaged item and providing a replacement. What do I do if I receive a damaged item? If your item arrives damaged, please contact our Online Customer Service Representatives within 3 days of receiving the item. We will assist you in returning the damaged item and providing a replacement.



Products purchased on MENARDS.COM® can also be returned to any store. When will I receive credit for the return of my MENARDS.COM® order? After you return your MENARDS.COM® order and it has been received and processed by our warehouse, you should see the credit on your card in about 7 to 10 days. Can I return an item I purchased online to a Menards® store? You can return an item you purchased online to a Menards® store. However, it is at the individual store's discretion whether or not to accept the return. Please view our Return Policies below for more details. What do I do if I receive a damaged item? If your item arrives damaged, please contact our Online Customer Service Representatives within 3 days of receiving the item. We will assist you in returning the damaged item and providing a replacement. Nationwide Delivery & Installation returns? Customers that select Installation or Uncrate Set in Place, please inspect your product for any damage upon delivery as services may not be returned after the delivery and Proof of Delivery signature by a consenting adult 18 years of age or older. If you see damage, do not accept the product and let your delivery personnel know immediately; you will have the choice to either have a replacement product of the same model redelivered at no charge or to cancel your order. Customers who select Basic Delivery (no Installation or Uncrate Set in Place) have seven (7) calendar days from date of delivery to inspect their product for damage that was concealed at time of delivery. To request a product return for concealed damage, please contact Whirlpool® at 1-888-900-7860 or TradeSupport@Whirlpool.com with your Menards® order number and product serial number. Availability is Monday through Friday from 8:00 a.m. to 6:00 p.m. ET, excluding select holidays. If your request for a product return is approved by Whirlpool®, you will have the choice to either have Whirlpool® pick up your damaged product and deliver you a new replacement product of the same model at no charge, or to cancel your order and Whirlpool® will pick up your damaged product at no cost to you. Returns for concealed damage do not cover product damage that has occurred due to improper handling by anyone other than an authorized home delivery agent. What if there's a problem with a product that has been installed, and I can't return it? If you have purchased something, installed it, and have a problem with it and cannot simply bring it back for an exchange or refund - please fill out this form and mail it to: Menards Installed Product Complaint Department at Menard, Inc 5101 Menard Drive Eau Claire, WI 54703 Be sure to attach a copy of your receipt/invoice/special order contract, and fill out the form completely or your claim will be delayed. I want to return unneeded pallets. Menards® Recycles! You can return unneeded pallets free of charge to your local Menards® store. Locate your nearest store now. How can I cancel my order? Please contact our Online Customer Service Representatives with your request. Due to our expedited processing, your MENARDS.COM® order may already be in process or production, and we will be unable to cancel it. Can Buy Online & Pick Up at Store orders be canceled? We Pull - Pick Up at Store: You can cancel your order any time before it reaches the "In Process" stage. Once your order is In Process, it cannot be cancelled. If you do not want to keep the items you ordered, you may be able to return them. Please note that processing fees on We Pull - Pick Up at Store Orders are nonrefundable once an order is "In Process." Please also note that stock merchandise that is cut or altered will be subject to a 25% restocking fee. You Pull - Pick Up at Store: You can cancel the order at any time before you pull it at the store. Will I be charged if I cancel my Nationwide Delivery & Installation order? In the event of a cancellation, you will not be charged for any product, delivery, installation service, or pickup of the damaged product; related refunds will be processed through Menards®. Returns with a Receipt within 90 Days of Purchase • Purchases made with cash will be issued a cash refund. • Purchases made with a debit card will be issued a refund to the account. If a refund cannot be processed back to the original form of payment you will receive a Merchandise Credit Check. • Purchases made with a check will be issued a refund in the form of an in-store credit if the receipt is less than 6 days old. • Purchases made with a check with a receipt more than 6 days old will be issued a cash refund if you have no outstanding checks with us. • Purchases made with a credit card will have a credit issued to the account. If a refund cannot be processed back to the original form of payment you will receive a Merchandise Credit Check. • Purchases made with in-store credit, coupon, or a gift card will receive in-store credit. • Purchases made with multiple tenders will have the tenders refunded in the following order: Menards® Card, Discover® Card, American Express®, Mastercard®, Visa®, in-store credit/gift card, debit, then cash at the discretion of Menards®. Returns with a Receipt after 90 Days of Purchase If you make a return after 90 days of purchase, you will receive an in-store credit for the original purchase price. Returns without a Receipt For transactions without a receipt, you may be able to print a Return Receipt if the original purchase was made by check or credit card by using the Return Receipt Kiosk located by the Customer Service Desk at any Menards® store. You can also print your receipt online from your Menards® account if your purchase was made with a check or credit card. For more information on looking up your orders online and printing your receipt, visit the Lookup Receipts page. If your items are on order, in-store credit will be issued for the lowest price offered, including discounts due to coupons or rebates. We reserve the right to refuse a refund without a receipt. Please note that a driver's license or state ID will be required for all no-receipt returns. We cannot issue a refund for a no-receipt return without an ID. Can I Return a Gift Card? Gift cards are not returnable or refundable. Menards® gift cards cannot be redeemed for cash or credit except where required by law. Exceptions Concerning Your Return or Exchange The Return Policy varies by product type. These exceptions are denoted on the front of the register receipt in the following manner: 30-Day Over-the-Counter Exchange (TD) Products may be returned or exchanged within 30 days of purchase with a receipt. No returns, refunds, exchanges, or credits will be issued without a receipt. 90-Day Over-the-Counter Exchange (ND) Products may be returned or exchanged within 90 days of purchase with a receipt. No returns, refunds, exchanges, or credits will be issued without a receipt. Gas-Powered Items (GP) Gas-powered items consist of gas-powered wheeled goods, including the following: • Lawnmowers • Snowthrowers • Tillers • Log splitters • Chipper shredders • Generators • Pressure washers A gas-powered item may be returned or exchanged within 30 days of purchase with a receipt if the item has not been used, is in the original package, and has not been filled with gas. If the item does not meet the rules above, the customer must take the item to an authorized center for repair. Unless the item is under warranty, repairs are at the customer's expense. Returns, refunds, or exchanges must have a receipt. Service Items (SV) A service item, such as a handheld gas-powered item or contractor paint sprayer, may be returned or exchanged within 30 days of purchase if the item has not been used and is in the original package. The item may be exchanged for a new item within 7 days of purchase if initial failure occurs. After 7 days, the customer must take the item to an authorized service center. Unless the item is under warranty, repairs are at the customer's expense. Returns, refunds, or exchanges must have a receipt. Handling and Packaging (HP) Handling and packaging charges are non-refundable. Non-Returnable Items (NR) If opened, we cannot accept returns of herbicides, pesticides, or aerosols. Opened product will be replaced or refunded with an in-store credit voucher. Customer will keep the opened item. Unopened product may be returned in accordance with the regular return policy. Plant Guarantee (PG) Menards® guarantees all perennials, trees, and shrubs for 1 year from date of purchase. If you are not satisfied with your perennial, tree, or shrub, simply return the item with your receipt, and we will gladly exchange or issue in-store credit for your purchase price. Major Appliances (MA) A major appliance may be returned or exchanged within 7 days of the purchase date if the item has a manufacturing defect. A major appliance can be returned or exchanged within 30 days of the purchase date if the item has not been used and is in the original package. If items do not meet the rules above, the customer must contact the vendor for warranty issues/concerns or claims. Returns, refunds, or exchanges must have a receipt. Special Order Items (SB) A special order may be returned at the sole discretion of Menards® with a 25% restocking fee. Bargain Area/Clearance (BA) Bargain area/clearance merchandise is non-refundable. This includes one of a kind, closeout, and damaged product. All sales of bargain area/clearance product is final. General Guidelines for your Return or Exchange At Menards®, we are always Dedicated to Service and Quality™. If the items you purchased in-store are not what you expected or are defective, follow these guidelines before making your return: • Any merchandise missing the original Universal Product Code (UPC) is only available for an even exchange on an identical product. • Returned merchandise that was purchased while on rebate must have the original rebate receipt. Without the rebate receipt, the value of the rebate will be deducted from the return amount. • Sale price adjustments are not allowed on end-of-season discounts, closeout items or special promotions (11% Rebate, Bag Sale, Dutch Auction, etc.). • Stock merchandise that is cut or altered will be subject to a 25% restocking fee. Additional Terms Regarding Online Returns Please note, a 25% restocking fee will be charged for returns of Special Order merchandise ordered online or merchandise that has been cut or altered. Returned products must be in unused condition, in the original packaging, and contain all accessories, paperwork, and parts to ensure your account is correctly credited. Unless the return is due to defective merchandise, the cost of the return shipping will be deducted from your refund amount. Please note the original shipping costs and applicable processing fees will not be refunded from the order. Custom-made products are custom-made to your specifications; therefore, we cannot cancel these orders once they are in production as an online return. Nor can we accept returns for the following custom products: • Custom window treatments • Custom exterior shutters • All doors • Custom windows • Steel door glass • Replacement glass tabletops • Building plans, mini-prints, blueprints and renderings If the item you received was not the correct item due to a clerical error on the part of a vendor or if the item arrived in a damaged or defective condition, please contact our Online Customer Service Representatives for further assistance.