

Goodwill's Return Policy

All donated clothing, shoes and electronics may be exchanged or a store credit issued if returned to the store where it was bought with a proof of purchase within seven (7) days of purchase.

- Proof of purchase is defined as having the original receipt for the item being returned or exchanged
- Packaged items need to be returned in their original packages
- Refunds/store credit will be accepted at any store operated by Goodwill of Greater Washington for purchases made from GGW stores only
- Furniture, house wares, home fashions, media (DVDs, CDs, cassettes, LPs, etc), and toys are sold "AS IS" with no exchange or store credit guarantee
- Store credits will expire thirty (30) days from date of issue (no exceptions)

Goodwill's Pricing Policy

We try to be fair in the pricing of our merchandise. Merchandise without the colored plastic string and/or pricing sticker intact cannot be sold. These items will be reprocessed and returned to the sales floor in the next cart. In fairness to everyone, we will not evaluate the price of merchandise on request.

