No returns, exchanges, refunds or store credits:
All sales are final and all items are sold as is. Carefully measure and inspect the items you are purchasing. (See * below for exceptions)

Furniture Delivery Guideline:
“Delivery” means delivered to the customer’s street address. Our delivery personnel will make a reasonable attempt to place furniture, appliances, etc., in the customer’s dwelling on the first floor or other floors in apartment buildings where an elevator can be used. Removal of doors or windows or using other extraordinary measures in order to get large items inside the dwelling is not included in the delivery charge. It is the responsibility of the customer to make sure the items being delivered will fit into the dwelling. The delivery charge is not refundable once a delivery has been attempted; regardless of the outcome.

Back Door Donations Policy:
Impact Thrift will not accept mattresses, box springs, or any upholstered items that are ripped, torn, stained, have worn thru areas or pet odors. Washers, dryers, stoves and refrigerators must be in perfect working order and less than 10 years old. All electrical appliances, radios, stereos, etc., must be in perfect working order. Furniture items must not be broken or in need of repairs. For a more complete list, please ask for a copy of our donation guidelines or visit impactthrift.org/donate.

Restocking Fee:
There will be a 25% restocking fee for items not picked up within 7 days. *Store credit will be issued for remaining balance. No cash or credit card refunds will be given.

Exceptions:
- Small electronics that are not able to be tested for functionality may be returned within 1 business day and only with receipt.
- Large electronics/appliances that are not able to be tested for functionality may be returned within 7 business days and only with receipt.
- Items paid for and not picked up within 7 days will be placed back on sales floor to be sold. You will be charged a 25% restocking fee. Store credit will be issued for remaining balance.

LIMITATION OF LIABILITY
Impact Thrift Stores, Inc. (“Impact”) is not liable for any direct, indirect, consequential, and/or exemplary damages related to the sale or use of any merchandise or product. In all cases, including bodily injury, damage to property, or other type of harm, Impact’s liability is limited only to the price paid for the merchandise or product. Impact makes no expressed or implied warranty of any kind.