

Power Equipment Return Policy

In the event that a power equipment product purchased through Openstock appears functionally defective within 30 days of purchase, the purchaser agrees to allow an Openstock technician the opportunity to inspect and repair the unit as needed. When a prompt repair cannot be completed, the purchaser agrees to allow Openstock to promptly replace the defective unit with a comparable unit.

All power equipment returns/exchanges **MUST** be processed within 30 days of your purchase with an original, Openstock-issued receipt. If 30 days have passed since your purchase, or if you do not have original proof of purchase, a credit or exchange will not be available.

Due to the nature of open box sales, some products may show minor surface defects but otherwise function as intended. Any items purchased from Openstock that you attempt to return as defective will be processed in the form of Openstock STORE CREDIT or product exchange of equal monetary value. Cash refunds will only be available when Openstock is neither able to promptly repair or replace the defected unit.

No returns will be available in a “change of mind” situation as all sales are final.



OUR OPEN BOX VALUE GUARANTEE

At Openstock, we take pride in the products we sell and stand by our commitment to provide luxury items at great value to our customers. Due to the nature of open box sales some items may show defects but otherwise function as intended. We evaluate each and every product prior to listing and are committed to being transparent and honest about the condition of the merchandise we sell. If buyers have any questions or concerns as to an items condition feel free to contact us or visit our warehouse for in person evaluation.

We are always happy to help and service our cutomers. We guarantee your satisfaction on every Openstock purchase!