

StarAdvantageKC.com Returns Policy

Items Purchased from Other Sellers

As the StarAdvantagekc.com Web site offers items for sale by registered third-party sellers, it is important in the returns process to know from whom the item was purchased.

- Visit Your Account and view the order. Click on the order number and the seller is listed at the top of your order information.

Arranging Returns, Refunds & Store Credit

When you buy an item from a seller at StarAdvantagekc.com, you should be able to expect a high standard of customer service, both before and after you receive your order. With a return, each seller on StarAdvantageKC.com can elect to offer a refund, store credit or a mix of both.

Returns

If you receive an item different than what was described or that is clearly in worse condition than indicated, please contact the seller directly to report the defect or damage within 7 days. You should be able to reach an amicable agreement with one another. If necessary, you can return your item to the seller for a refund. Please note that items purchased from StarAdvantageKC.com sellers need to be returned directly to the seller and not to StarAdvantageKC.com.

To be eligible for a refund or store credit, you must return your item to your seller in the same condition you received it within 14 days of receiving the item. If the item you purchased is a software title, it can only be returned in cases of defect, damage or if the item was different than described. When writing to the seller to arrange for its return, please be as descriptive as possible regarding the problem with the merchandise.

There are no returns of 1) hazardous items that are gas-powered or contain flammable liquids and 2) computer laptops and desktops or televisions more than 7 days after pickup.

Refunds

Sellers can create full or partial refunds or store credits for buyers.

When you purchase an item via StarAdvantageKC.com, we charge your credit card and pass on payment--less a commission--to the seller. For you to secure a refund or store credit equivalent to your initial purchase price and shipping costs, your seller must request a refund via StarAdvantageKC.com.

In any case where a refund or store credit is necessary--such as when your seller is out of stock and cannot ship, or when you return an item--*it is the responsibility of the seller to request that refund or store credit*. We provide sellers with instructions about how to create refunds or store credits. Store credits are handled directly between the seller and purchaser.

Sellers may issue full or partial refunds or store credits for an order. If a new item is returned opened, or an item is returned as unwanted (i.e., not defective), the seller may deduct a reasonable restocking fee from your refund or store credit.

Refunds are typically processed within one week of the seller's request. The funds will be deposited back in your credit card account, and StarAdvantageKC.com will send you confirmation of the refund via e-mail.