

Goodwill of Silicon Valley Online Marketplace Policies

Bidding & Sales Agreements

Bidding and/or purchasing an item means that you agree to all terms and conditions stated in these policies. If you have questions regarding the quality or authenticity of this item please contact us prior to placing your bid by email or phone at 408-869-9242. All bids and sales are final and all items are sold As-Is.

By bidding on an item, you understand and accept that: A) Items are represented to the best of our ability through pictures and description; B) The majority of our items are used and have been donated therefore, all items are sold AS-IS with no warranties expressed or implied; C) Items are unable to be tested and therefore the working condition is not guaranteed and D) Items have not been authenticated, certified or researched unless otherwise stated. Please ask all questions prior to bidding. Non-payment will result in account restrictions.

Payment Policy

- Payments must be received within 7 days or the item will be relisted and resold to another customer.
- Multiple items can be paid for on one invoice as long as they are paid within 7 days of the first item's end date.
- Visa, MasterCard, American Express and Discover are the accepted forms of payment.

Return Policy

Returns will only be accepted with prior authorization and under the terms stated in this Return Policy.

- Items may be returned only if it was grossly misrepresented. The description and/or photos may contain some discrepancies.
- Returns must be postmarked within seven (7) days of the original delivery date.
- Returned items must include all original parts, accessories, and be returned in the same condition that it was sent to you.
- Return shipping is paid by the customer without exception.
- We do not refund the original shipping & handling charges under any circumstances.

Return Process

If we grossly misrepresented an item, please accept our honest apology and then contact us by our email or via phone at 408-869-9242. Our customer service hours of operation are Monday to Friday 8:00a.m. to 4:30 PM Pacific Time. You should expect a response within one business day except on Saturdays and Sundays when we are closed.

Your purchase creates jobs and transforms lives! Please be conscientious with returns.

Local Pickup Policy

- All items must be picked up within 14 days of purchase.
- Any item not picked up within 14 days of purchase will be resold without any prior notification.
- Payment for items not picked up within 14 days of purchase will be considered a donation and will not be refunded.
- All pick-up orders must be paid for prior to pick-up. Payments will not be accepted onsite - no exceptions.
- Local pickup **must be scheduled prior to arrival by calling Customer Service at 408-869-9242.**
- The pickup address for all items is **1080 N. 7th Street, San Jose, CA 95112**

Damaged Merchandise Policy

If merchandise has been damaged during shipping, please contact us within 3 days so that we may file a claim with the shipping carrier.

In order to get a damage claim approved, you must: A) Keep all packing materials intact. B) Be available to meet the shipping carrier for inspection. C) Agree to coordinate with the shipping carrier for the duration of the claim process. D) We may ask you to provide photos of the damaged item.

Shipping Information

- We ship Monday through Friday. Orders are processed 1-2 business days after we receive payment.
- All items available for combined shipping unless otherwise noted in the listing.
- Local pickup is available by appointment only and must be picked up within 14 days.

