

I'm not a bot



Title What are Costco's hours of operation? Body There may be slight variations in hours for each warehouse. We recommend that you view the location information for a warehouse near you using our Find a Warehouse feature. This feature will also display any adjusted holiday hours and closures. For the hours of our warehouse services, such as gas station, pharmacy, optical department, etc., find your desired warehouse location and select the Store Details section. Any service with only a phone number has the same hours as the warehouse. The Costco app is another way to find our locations' hours. It's free to download on the iTunes or Google Play app stores. Body Self-Service Options Chat Us Select the Chat Us option on this page. *Hours vary by department. Give Us a CallHours vary by department. Corporate Mailing AddressPO Box 34331Seattle, WA 98124 Title What is Costco's return policy? Body Risk-Free 100% Satisfaction Guarantee On Membership: We will cancel and refund your membership fee at any time if you are dissatisfied. On Merchandise: We guarantee your satisfaction on every product we sell, and will refund your purchase price*, with the following exceptions: Electronics: Costco will accept returns within 90 days (from the date the member received the merchandise) for Televisions, Projectors, Major Appliances (refrigerators above 10 cu. ft., freezers, ranges, cooktops, over-the-range and under-counter microwaves, range hoods, dishwashers, water heaters, washers and dryers), Computers, Touchscreen Tablets, Smart Wearable Devices, Cameras, Aerial Cameras (drones), Camcorders, MP3 players and Cellular Phones (return details will vary by carrier service contract). Our Costco Technical & Warranty Services representatives are available to assist with technical support and warranty information for many of the products above. You'll find a list of eligible items here. Diamonds: 1.00ct or larger: Members returning a diamond over 1.00ct must also present all original paperwork (IGI and/or GIA certificates) at which time they will receive a Jewelry Credit Memo. Within 48 hours, our Costco Graduate Gemologist will inspect for authenticity. Cigarettes and alcohol: Costco does not accept returns on cigarettes or alcohol where prohibited by law. Products with a limited useful life expectancy, such as tires and batteries, may be sold with a product-specific limited warranty. Special Order Kiosk and Custom Installed Programs: Custom product(s) manufactured to our member's personal and unique specifications cannot be returned or refunded, except for warranty repair/replacement due to failure to meet specifications. Airline and Live Performance Event items are non-refundable. Precious metals are non-refundable. Shop Cards are non-refundable. Gift Card and Ticket items are non-refundable. How to Return an Item Products purchased at a Costco location need to be returned at the returns counter at any Costco warehouse. Items ordered online can be returned at any Costco warehouse -or- you can initiate a return through Costco.com. Accepted payment methods differ online and in the warehouse. Please click here for a complete list of accepted payments. *Limitations apply. See the membership counter or Costco.com for details. Title How do I check warehouse inventory? Body You can use the Costco App to check warehouse inventory. Head to our mobile app page to learn more! To use our customer service page instead, follow these steps: Select Chat Us in the lower right corner of the page Enter your first name, last name, and email address Enter a message that includes the word "inventory" in the "Your Message" field Select Login to your Costco.com account Sign in using your existing username and password, or create a new account Enter your ZIP code or city and state when prompted Select your preferred warehouse location Enter the item number or description of the item If your item is found, results will include pricing, availability, item number, department and a photo of the item when available. Inventory availability and pricing are delayed by up to 30 minutes and are subject to change. Out of stock items won't be shown. Title How do I place an order on Costco.com? Body Placing an order on Costco.com is simple. Just follow these steps: Sign In / Register in the upper right-hand corner of Costco.com. If you're a returning Costco.com member, please enter your email address and password. If you're a new Costco.com member, select Create Account, then enter your email address and your choice of password. If you're a member, enter the membership number found on your membership card. You're now ready to start shopping!Note: Maintaining an active Costco membership doesn't automatically register you on Costco.com. After becoming a Costco member, you'll still need to complete a new registration on Costco.com (if you didn't previously register). Your membership number isn't linked to your online account until you add it to Account Details or at the time of registration. Once you're signed up, you can begin shopping! Search for merchandise by selecting a product category in the Shop menu on the left-hand side of the page, or by using the search box with the name of an item or its item number. When you find an item you'd like to purchase, choose your quantity and select Add to Cart. You'll then receive a notification confirming that the item has been added to your cart. You can select Continue Shopping, or, if you're done shopping and ready to checkout, select View Cart. When you're done shopping and ready to checkout, select Cart at the top right corner of the page, then select Checkout. Enter your shipping and payment information, then select Continue to Review Order. Carefully review your order then select Place Your Order. After completing your purchase, you'll receive an order confirmation email with your order number. Once your item has shipped, you'll receive a shipping confirmation email with your tracking number (if tracking is available) and instructions on how to track the shipment of your order online. Title How can I see what products are available on Costco.com? Body To view products on Costco.com, either type what you're looking for into the Search box, or mouse over "Shop" to view our different categories. Simply click on the name or picture of an item to navigate to its product page. The great thing about shopping on Costco.com is that everything you see reflects our live, real-time and up-to-date inventory. The flip side is that the items on offer, including promotional offers, are limited to supplies on hand. We're unable to guarantee how long those supplies will last. To secure the best prices for our members, Costco.com purchases all items in bulk. Once inventory sells out, our buyers will negotiate for additional inventory. While it isn't always possible to replenish the inventory of all items, Costco.com makes every effort to offer the best quality products at the lowest possible prices. Once an item has sold out, it's automatically removed from Costco.com, or you'll see the "Out of Stock" banner added to the product page. Items are also continually added to Costco.com, re-stocking existing merchandise as well as expanding what we offer. That's why we encourage our members to check back with our site frequently. There are always new products and promotions on offer. Happy shopping! Body Use our warehouse locator to find a Costco warehouse near you. Title How can I locate a product on Costco.com? Body To search for a product online at Costco.com, enter a keyword or an item number into the search engine at the top. If the item you're seeking is in stock and available for purchase, your search will pull up its product page. You can view the item details on the product page, add it to your cart and proceed to checkout. You can also browse through the drop-down menu of departments on the Costco.com homepage, shop by categories and locate products that match what you're looking for. Please keep in mind that the items available online are unique to Costco.com and may not be carried in your neighborhood Costco warehouse. If the product you're looking for doesn't come up online, it's possible that it's in stock at the warehouse. For more information pertaining to viewing warehouse inventory online, please click here.