

## Price Busters Furniture & Mattress Sales Policies and Rules

### 1) General Policies

- a) **All sales are final. Price Busters does not give cash, check or credit card refunds.** Store credits may be issued at the discretion of management and are valid for 120 days from date of issuance.
- b) **Price-holds are valid for 90 days from date of initial deposit.** After 90 days, price-holds are considered void and price-hold deposits/payments are considered store credit valid for 120 days.
- c) Except for initial deposits, no price-hold payments will be accepted after 4PM on Friday and all day Saturday.
- d) **Valid ID is required at time of sale** for customer paying by check or credit card. **Original store receipt and valid ID are required for all other transactions**, including pick-ups, address changes, and delivery scheduling. Price Busters is not responsible for replacing lost, stolen or destroyed receipts.
- e) **Customer must take possession of all merchandise within 6 months** of its paid-in-full date. After 6 months, Price Busters will consider customer in breach of this sales contract, and will no longer allow pick-up or delivery of said merchandise.
- f) **Price Busters does not offer guarantees or warranties** on any merchandise.

### 2) Delivery and Pick-Up Policies

- a) Price Busters outsources all deliveries to independent subcontractors and cannot guarantee delivery dates and times. In rare instances, delivery date and/or time may be subject to change without notice; in these instances, neither Price Busters nor its contracted delivery service will provide refunds or compensation of any kind.
- b) **It is the customer's responsibility to ensure that an adult over the age of 18 is present at time of delivery to accept, inspect and sign for merchandise** or merchandise will be considered non-deliverable, returned to our warehouse, and subject to 20% restocking and \$99.00 re-delivery fees.
- c) **Neither Price Busters nor its contracted delivery service will refund fees for deliveries that do not fit or otherwise cannot be placed inside the delivery address**, and reserve the right to refuse delivery through other than customer's front door. Delivery will not be attempted if delivery path contains dangerous or other obstructions. At delivery service's discretion, deliveries may not be carried to upper or lower levels.
- d) **Neither Price Busters nor its contracted delivery service provides furniture set-up, set-up products or set-up services of any kind.** Neither Price Busters nor its contracted delivery service may open or assist in opening merchandise packaging for customer inspection at time of delivery or pick-up.
- e) **Customer should not accept or sign for merchandise deemed to be damaged at time of delivery or pick-up.** Customer's signature on sales receipt constitutes acknowledgement by the customer that merchandise was received in full and in good condition, and releases Price Busters from any and all further obligations to provide additional merchandise, accept returns or exchanges, or provide additional products, tools or services of any kind, due to any alleged shortages or damages discovered after customer signs this agreement.
- f) **Paid-in-full merchandise must be picked up at our warehouse at 2415 W. Franklin Street**, unless authorized for in-store pick-up in writing by a store manager. In-store pick-ups may be subject to a \$20 transfer fee.
- g) At customer's request, Price Busters will assist with loading merchandise into customer's vehicle but will not be responsible for damages to merchandise, vehicles, persons or personal property incurred during or after loading.

### 3) Damage and Shortage Policies

- a) **It is the sole responsibility of the customer to inspect all merchandise for damages and shortages prior to signing customer receipt at the time of pick-up or delivery.** This applies to all merchandise sold by Price Busters, including merchandise containing glass and/or mirrored parts. Customer's signature on the sales receipt constitutes acknowledgement by the customer that merchandise was received in full and in good condition, and releases Price Busters from any and all further obligations to provide additional merchandise, accept returns or exchanges, or provide additional products, tools or services of any kind, due to any alleged damages or shortages discovered after customer signs this agreement.

### 4) Return & Exchange Policies

- a) **No merchandise will be inspected for return or exchange without original packaging and valid Inspection Authorization Code from a customer service manager.** Inspection Authorization Code entitles customer to bring merchandise to 2415 W. Franklin Street for inspection by Price Busters for manufacturer's defects, but does not guarantee acceptance for return or exchange.
- b) **All merchandise to be inspected for return or exchange must be brought to 2415 W. Franklin Street at the customer's sole expense.** Price Busters is not responsible for pick-up or re-delivery of merchandise alleged to be damaged, misdelivered or otherwise disputed.
- c) Merchandise return for store credit or exchange may be authorized by Price Busters at its discretion, based on condition of merchandise at time of inspection and customer's adherence to store policies and rules.
- d) Returned merchandise may be subject to a 20% restocking fee.

### 5) Special order Policies

- a) **Special orders cannot be placed until merchandise is paid in full, and cannot be cancelled.**
- b) **Availability date of special orders is not guaranteed;** availability date reflects management's, manufacturer's and/or supplier's best estimates.