

## **17.29 Refunds, Exchanges, Due Bills**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to offer limited refunds and exchanges.

### Procedure:

All used items are sold without warranty, implied or expressed. The Director of Communications is charged with producing and distributing appropriate signage throughout the stores. The store manager is responsible for assuring that "as-is" signage is conspicuously posted. The "as-is" policy should be mentioned to customers when they are purchasing used electrical or mechanical items or pieces of used furniture. In the event it is necessary to maintain customer relations, the store manager or Director of Retail may authorize an exchange or refund.

In the event a Virtual Store refund is necessary, the customer will be issued a money order for the correct amount. Under no circumstances is a Licking/Knox Goodwill Industries, Inc. check to be issued as a refund.

New items or items designated "Unlimited Bargains" may be returned with the original receipt within 30 days of purchase. Returned items must be in their original condition and include original packing, documentation, warranty cards, manuals, and accessories that were included with the item at the time of purchase. Purchases made by personal check will be refunded by mail within 14 days of the return. Purchases made by debit card or cash will be refunded with cash. Purchases made by credit card will be credited to the original card.

All new furniture purchases are final. Customers should be urged to check the manufacturer's warranty for information and conditions regarding repair or replacement of defective products.

Under no circumstances will "Due Bills" be offered.

Under certain situations, this policy may be temporarily waived by the Director of Retail, Retail Coordinator, or CEO/President.