

## **17.46 Altered or Missing Price Tags**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. that merchandise with an altered or missing Goodwill price tags be returned to the processing department and reintroduced to the sales floor no sooner than the next business day.

### Procedure:

If a customer attempts to purchase an item with an altered or missing price tag, store management must be notified immediately. Store management should tactfully attempt to determine the cause.

If the item's original Goodwill price can be determined, management has the option of allowing the customer to purchase the item at that price. If the customer demands to purchase the item at the altered price, management has the authorization to sell the item for that price in the interest of customer relations.

If the customer does not want to purchase the item for the original Goodwill price, the item should be returned to the processing department for re-pricing.

If anyone is observed altering or removing price tags, store management should be notified immediately. Persons found guilty of altering or removing price tags are subject to prosecution. Store staff should attempt to maintain good customer relations until guilt can be proven.

Altering prices for employees, friends, family or personal gain is not permitted. Employees are expected to adhere to established pricing guidelines when pricing or re-pricing an item.

Failure to adhere to this policy may lead to termination of employment and/or prosecution.