



#### **RETURNS WITH VALID PROOF OF PURCHASE**

- Most new, unopened, or opened merchandise returned with all components sold by Ace Hardware, another Ace Hardware, or White's Ace Hardware can be returned within 90 days of purchase, unless noted in our **Return Policy Exceptions**.
- Returns with a valid proof of purchase will be exchanged, refunded in cash, credited to your account, credited to your White's Ace charge account, or refunded via an in-store credit based on the original method of payment.
  - Purchases made with an Ace Gift Card, merchandise return card, or in-store credit will be refunded as in-store credit.
  - Purchases made with a credit or debit card will only be refunded to the original card used on the initial transaction.
  - Returned purchases made at another Ace Hardware store will be returned at our retail price, unless noted in our **Return Policy Exceptions**.

#### **RETURNS WITHOUT VALID PROOF OF PURCHASE**

- If you're missing your receipt, we may be able to locate it in our system. You can call us for assistance in finding a receipt at 317.846.2475 Opt. 5. When you call, please have your Ace Rewards Card number (If applicable), date of purchase, or purchase amount.
- For returns without a receipt, White's Ace Hardware, at its discretion, may issue in-store credit for the items at the current retail price. White's Ace Hardware reserves the right to refuse and or limit the number of returns permitted without a receipt.

#### **RETURN POLICY EXCEPTIONS**

- **48-Hour Return Policy:**
  - Any return that includes a propane, gas, pellet, charcoal, or kamado style grill must be initiated within 48 hours of delivery or the time of pickup at a White's Ace Location.
  - All returns of this nature must be approved by a member of the management team.

- **30-Day Return Policy:** The following items may only be returned within 30 days of original purchase:
  - Unused electric, battery, or gas powered equipment must be returned within 30 days of receiving the product and must be unused and in original, unopened, undamaged, factory sealed packaging.
    - Excludes EGO power equipment which can be exchanged or returned in like new condition within 90 days of the original purchase date.)
  - Unused grills or smokers must be returned within 30 days of receiving the product and must be unused and in original, unopened, undamaged, factory sealed packaging.
  - Liquid Paint (Excludes custom mixed paint.)
  - Water heaters.
- **Returns from another Ace Hardware**
  - White's Ace Hardware will not accept a return or exchange for any piece of gas powered equipment, propane, natural gas, pellet, charcoal, or kamado style grill purchased from another Ace Hardware.
- **Gas Power Equipment Policy:**
  - Any gas powered equipment purchased from White's Ace Hardware that has been used and is malfunctioning will be subjected to the following process.
    - **Stihl** power equipment will be analyzed and if possible, repaired by a White's Ace Hardware technician under warranty (only if still covered by the manufacturer warranty.)
    - **Toro** gas powered mowers will be analyzed and if possible, repaired by a second party authorized Toro repair shop under warranty (only if still covered by the manufacturer warranty.)
    - If a product is outside of the manufacturer's warranty, any incurred repair and labor costs will be the responsibility of the consumer. An estimate of costs will be provided to the consumer for approval prior to any repairs being started.
    - If a Stihl or Toro gas powered product has malfunctioned because of a manufacturer defect within 90 days, White's Ace will replace the item or refund the consumers money with a valid receipt.
    - If it is found that a customer has damaged a piece of gas powered equipment through neglect (i.e., gas mixed with oil on a 4-cycle engine, no oil in engine, or a bent blade shaft) than all warranties will be considered void, and the customer will be ineligible for a return or an exchange.

○ **Lifetime Guarantee Products**

- All Ace Label products come with a lifetime guarantee and any broken or defective product can be exchanged for a new one. Some restrictions apply.
- All Craftsman products (Except gas powered equipment) come with a lifetime guarantee and any broken or defective product can be exchanged for a new one. Some restrictions apply.

○ **Live Goods Policy**

- White's Ace offers the following return policy for plants sold in our garden centers:
  - Perished plants must be returned with a valid receipt per the following schedule to receive an exchange or refund:
    - Trees & Shrubs-Within 1-year of the date of purchase
    - Perennials-Within 30-days of purchase
    - Roses-Within 30-days of purchase
    - Indoor House Plants-Within 30-days of purchase
    - Annuals-Within 14-days of purchase
  - Exclusions: White's Ace Hardware & Garden Center is not responsible for plants that are damaged by physical or animal injury, lack of care, or extreme natural conditions. Replacement plant material does not carry a warranty.

○ **Nonrefundable Items**

- Labor charges
- Delivery charges (unless due to a White's Ace Hardware error)
- Any gift card, in-store credits, or merchandise return cards.
- Cut units including glass, lumber, and items sold per foot.