

## The Gerson Companies Warehouse Sale Return/Exchange Policy

We at The Gerson Companies will do everything in our power to make this sale and our store a quality place to purchase merchandise. We want our customers to have a good experience and it is our intention to offer the best quality merchandise at wholesale and below pricing. Please keep the following in mind.

This is a SAMPLE and OVERSTOCK sale all merchandise is sold as is at up to 95% off. This is new merchandise ranging from first quality merchandise, samples, factory seconds, and returns.

- 1) No refund without the actual merchandise and a receipt.
- 2) I am unable to refund or replace merchandise that is not present or defective in some way.
- 3) We provide bubble wrap and high quality bags as a courtesy. Packing and transportation of items is the customer's responsibility.
- 4) Merchandise must be returned within 7 days to the sale or to the store. After this period no return or refund can be made.
- 5) Merchandise not received, loaded, placed in the bag, must be reported to 913-535-7350 the same day it was purchased or it will not be replaced, no matter the size or sale.
- 6) We do not offer warranty on any outdoor products beyond the 7 days.
- 7) We do not offer warranty on lights and battery operated items. Some of these items are samples are sold deep below cost.
- 8) I have ordered a receipt book for returns for the sale and the store. I will not accept a return or refund from the same customer more than three times in a rolling calendar year beginning with the first return.
- 9) No return can be processed without the approval of a store or sales manager and one other person.
- 10) Refunds if approved will not be paid in cash but processed in the same way we received payment.
- 11) All merchandise marked 'As Is' or 'Factory Second' is not returnable.

Please inspect ALL ITEMS carefully.