



#### **Return Policy:**

In order to provide the highest quality service and merchandise, Economy Furniture Co. offers the following return policy: If you are not happy with your purchase, you may return the product for an in-store credit or refund within 3 days of purchase. All returns are subject to inspection, a 15% re-stocking fee and a \$79 pick-up and delivery fee (if applicable). Any special order, labor, or protection plan purchases are not refundable. Mattresses may not be returned after delivery unless authorized by the manufacturer.

#### **Pick-Up Policy:**

In order to provide the highest quality service and merchandise, Economy Furniture Co. (EFC) is willing to assist in the loading of merchandise into an accommodating vehicle and/or trailer. In order to pick-up merchandise, a customer must provide a receipt from purchase or proper photo identification. If a person authorizes someone other than the name of the purchaser to pick up merchandise, reasonable documentation is required. If a vehicle and/or trailer is deemed unsafe to the consumer or their property, other travelers, or to the merchandise, a team member may at his or her discretion refuse to load purchased merchandise. EFC is not responsible for providing rope, straps, or other materials to secure merchandise. EFC is not responsible for moving or securing existing items on a vehicle or trailer. Once a vehicle leaves the premises of the EFC store or warehouse, the customer assumes responsibility and liability of safely carrying the merchandise to its final destination. It is the responsibility of the customer to reasonably inspect all merchandise before loading. Any damages resulting from the handling of the merchandise thereafter, are the consumer's responsibility.

#### **Storage Policy:**

Economy Furniture Co. will be happy to hold your purchase for 30 days from date of purchase for pick-up or delivery.

#### **Delivery & Installation Exclusions:**

1. The Economy Furniture Co. (EFC) team will not connect a new washer with existing inlet hoses, hoses not purchased from EFC, nor to any water faucet or drain that an EFC team member deems faulty or dangerous.
2. The EFC team will not install a new range or dryer without a cord purchased from EFC nor install a new range or dryer to an outlet not intended for that appliance.
3. The EFC team will not connect a dryer to any vent hose that appears defective, run new vent hose under the home, through the wall, or above the ceiling.
4. The EFC team will not hook up a water line to a refrigerator without proper plumbing requirements nor hook-up a water line that appears to be defective.
5. The EFC team will not hook up electronic devices not purchased on receipt from EFC, program new or existing remote controls to other electronic devices, run wires under/above the home, through walls, carpet, etc. without proper installation plan.
6. The EFC team will not mount televisions or other electronic devices on walls or furniture without proper installation plan.
7. The EFC team will not install anti-tip devices on ranges, chests, televisions, curios, bookshelves or any other product delivered by the EFC team. It is the consumer's responsibility to install or arrange for the installation of such anti-tip devices. EFC is not responsible for the costs associated with the installation of these devices nor is EFC responsible for damages resulting from failure to install such anti-tip devices.
8. The EFC team does not install any built-in or gas appliance including, but not limited to dishwashers, cooktops, wall ovens, over-the-range microwaves, and ice machines. It is the consumer's responsibility to install or arrange for the installation of such appliances. EFC is not responsible for the costs associated with installation of such appliances.
9. The EFC team will not set-up any new mattress set without proper support as required by the manufacturer.
10. The customer is responsible for measuring all items to ensure proper fit. Once delivered, the customer may be subject to the terms and conditions of the return policy above if an item does not fit. The EFC team is not responsible for any modifications to the customer's existing structure to make a product or products fit.
11. The EFC team is not responsible for moving existing furniture, bedding, appliances, electronics, and etc. to another location in the home or another location outside of the home unless otherwise specified on the receipt.
12. The EFC team will not install or set-up any product that an EFC team member deems hazardous to a customer and/or his/her property.