

RETURN AND EXCHANGE POLICY

Your original receipt is required for all returns, exchanges and warranty repair services. All returns and exchanges must be in original condition, include all accessories and in full working condition. All returns and exchanges must be made at the store of original purchase. Famsa reserves the right to request identification and deny any return. It is the responsibility of the customer to inspect his/her merchandise during a home delivery, before the Famsa Delivery Team leaves the house or before exiting the premises of a store or warehouse when picking up at will call.

15-day return period

We accept returns or exchanges 15 days from the day of delivery or pick-up. Please review the exceptions below. Merchandise discovered to have manufacturer defects will be accepted for a full refund, but it must be returned within 15 days from original purchase.

When submitting a return, please call the store prior to your visit if the item you are returning requires special handling (such as a flat screen TV 42" or larger).

Furniture without damages, without spots or other abnormal details, or within normal conditions of use (see conditions of normal use) qualify to return only (within 15-day period). Re-stock fees may apply (for details see re-stock fee conditions).

Exclusions and Non-returnable items

Non-returnable items include labor and/or installation services.

- Merchandise that is not defective from fabric, but damage was not reported on the day of delivery or purchase.
- Desktop Computers, Laptop Computers, Camcorders, Video Game Consoles including Games, tablets, accessories (such as Remote Controls, Cables, CDs, Software, etc.), do not apply for a 15-day return policy.
- Due to Federal Health Law, Mattresses and/or Box Springs do not qualify for a 15-day return policy once original plastic cover is opened.
- Exchange or repair will only take place if merchandise qualifies after inspected by a Famsa technician. Stained merchandise or furniture with abnormal stains or details caused by a liquid element foreign to the product will not be exchanged or repaired.
- Appliances that are reported to have a mechanical problem within 15 days from the original purchase will be exchanged only with a report from a Famsa technician. Any merchandise reported after the 15 days will not be exchanged, it will only qualify for repair.
- Famsa will NOT cover software viruses, altered serial numbers or damage caused by unauthorized repair personnel.
- As-Is/Clearance merchandise sales are final, and do not qualify for exchange or return.

Conditions of Normal Use

- Requires minimal cleaning to remove surface stains (excludes tapestry)
- Maximum retouch of up to 2" in no more than 2 areas per piece

Promotional items

Any product that is returned without the promotional item(s) included with the original transaction (e.g. buy Furniture get discount on TV; buy Furniture get free item) will have the difference between the regular price at the time of purchase and the promotional value of that item deducted from the refund amount.

Note regarding personal data and Items left on returned or exchanged products

Please remove all personal data (e.g. computer data) from any returned or exchanged products. Famsa is not responsible for any personal data or items (e.g. CDs, DVDs, etc.) left on or in a returned or exchanged product.

Restocking fee

A restocking fee of 15% of item's regular price will be charged on items returned without their original packaging or box. Replacement charge, if authorized, may change based on the conditions in which the article is returned. Merchandise identified with stains or abnormal details outside of normal use (conditions not noted in normal use, and does not present damage) will not apply for exchange; if authorized, a 30% re-stocking fee applies for the return.

Refund method

Refund will be made in the same form as original purchase. Exceptions: if payment was made with a debit card, it may be refunded in cash. Purchases made with a Check will be refunded in the form of a mail check within 10 to 15 business days of return.

Warranties

- Manufacturer Warranties vary by product; they typically range from 30 days to one year.
- Famsa offers purchase of an Extended Warranty. If it is determined that a product is defective, the Extended Warranty and Protection Plan voids after approved product exchange, but a new warranty may be purchased on the new product.

Any type of warranty is void if the customer moves to any City or State outside of Famsa's area of coverage (up to 100 miles from most Famsa Furniture stores), unless customer brings product to their closest Famsa Furniture store.

Other Fees and Charges

- A \$69.00 service transportation fee will be added for customers that request the Famsa Service Team to pick up a: cancelled purchase, or an exchange for a different brand of merchandise.
- Famsa will honor one courtesy In-Home visit for customers that have purchased our extended warranty. If the customer fails to be home, he/she will be charged a \$45.00 re-schedule visit fee, and the original service request will be closed. The customer has to call to schedule a new appointment.

CUSTOMER NAME _____ **SALES ORDER#** _____

PRODUCT: _____

SIGNATURE _____ **DATE:** _____

For additional information, please visit your nearest Famsa store or Service Department, or call toll-free **1-866-883-2672**.

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