

# Badcock's Customer Pick Up Guidelines

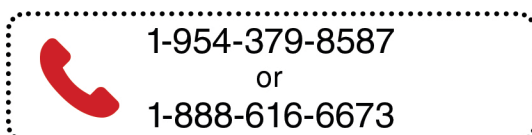
I have selected to pick up my merchandise instead of using Badcock's delivery service. In doing so, **I agree to the following terms and conditions:**

1. Our experienced warehouse team will assist in loading or securing your furniture into a safe and adequate vehicle. However, we reserve the right to refuse to load merchandise that could result in injury, hazardous driving conditions, or property damages. If deemed unsafe we can offer your merchandise to be delivered or wait until another vehicle is provided. The customer is responsible for making sure all loads are secure and Badcock Furniture is not responsible for damage or loss caused to merchandise or vehicles during loading or transport.
2. I agree that the merchandise I have received is in perfect condition and has no visible damage.
3. I understand any concealed damage or manufacturer defect with my merchandise must be reported to Badcock's Customer Service within 1 day after pick-up.
4. **RESELECTION POLICY:** For any reason other than damages or defects, a one-time merchandise reselection for equal or greater value is allowed for up to 3 days after pickup. A 10% restocking fee will be applied to all returned merchandise and the merchandise must be in perfect condition.
5. **BEDDING POLICY:** A one-time 30-day comfort reselection of equal or greater value will be allowed if a mattress encasement or protector was purchased at the time of sale. One reselection per customer is permitted and a \$99.95 exchange fee will apply. Must be clean, stain-free, and must have "The Law Tag" on it for an eligible return. No refunds, reselection only. Note: If a protective mattress covering was not purchased at the time of sale, there will be NO reselection. However, the manufacturer's warranty will still apply.
6. **ACIMA, SNAP & WELLS FARGO ACCOUNTS:** Customer must pay all charges up front before a return is allowed.
7. **WARRANTY:** All new merchandise including clearance has up to a 1-year manufacturer's warranty against defects (not normal wear and tear). If there is a manufacturer defect within the first year, Badcock will repair at no charge or exchange if the item cannot be repaired. This excludes Appliances and Electronics as their manufacturer's warranties vary. Please Note, all "As-Is" appliances and electronics have a 60-day warranty.

**RETURN POLICY:** If a customer wants to return part or all of their merchandise for any reason other than damages or defects, they must contact Customer Service within 3 days after pickup. There will be a 20% Re-Stocking Fee and the merchandise must be in perfect condition. Restocking fee must be paid at the time the merchandise is dropped off.

- a. Accessories: Plants, Lamps, Pictures, etc. in perfect condition can be returned within 3 days with no restocking fee.
- b. Electronics: Can be returned if in original sealed package and in perfect condition within 3 days with no restocking fee.
- c. Appliances: Customer has until the end of next business day to verify item is in working condition, otherwise no returns.
- d. Clearance and "As Is" Merchandise: No returns after pick-up acceptance/approval.

## CUSTOMER SERVICE DEPARTMENT



1521 West Copans Road, Suite 107  
Pompano Beach, FL 33064

### HOURS OF OPERATION

Monday - Friday: 7:30am - 7:00pm | Saturday: 8:00am - 6:00pm

### CUSTOMER PICK-UP

Monday - Friday: 8:00am - 6:30pm | Saturday: 8:00am - 5:30pm

[www.BadcockSFL.com](http://www.BadcockSFL.com)