

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. I assume all responsibility for loading, attaching and securing merchandise to my vehicle. I also assume full liability for any damage that may occur from transporting and final assembly in home.
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. **RETURN/RESELECTION POLICY:** Returns or reselection of merchandise for any reason other than damages or defects, customer must call Customer Service and return (and/or reselect) merchandise within 3 days of pick up. Returned merchandise must be in perfect condition. If reselecting, a one-time reselection is allowed for equal or greater value within 5 days after contacting Customer Service, a 10% restocking fee will be applied to all returned merchandise.
 - 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.
5. **BEDDING POLICY:** A one-time 60 Day Comfort Reselection Policy of equal or greater value will be allowed if mattress encasement (Protect A Bed) was purchased. If Mattress Protector is not purchased, a one-time reselection of equal or greater value will be allowed up to 15 days. A \$99.95 exchange fee will apply. Must be clean and stain free for eligibility. (No returns, reselection only).
6. **ACIMA & WELLS FARGO ACCOUNTS:** Customer must pay all charges up front before a return is allowed.
7. **WARRANTY:** All merchandise has up to a 1 year manufacturer's warranty against defects (not normal wear and tear). This excludes Appliances and Electronics as they vary. If there is a manufacturer defect within the first year, Badcock will repair at no charge or exchange if the item cannot be repaired.

CUSTOMER SERVICE DEPARTMENT

1-954-379-8587

or

1-888-616-6673

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

HOURS OF OPERATION

Monday - Friday: 8am - 7pm | Saturday: 8am - 4pm

www.BadcockSFL.com