



# Badcock's Policies & Procedures

*We just wanted to say thanks for shopping at Badcocks. We're excited to have you as a customer and we hope you enjoy your new purchase! Here's what you can expect from us...*

**CANCELLATION:** If I decide to cancel my purchase, I must notify Badcock's Customer Service Department by 1:00pm the day before the scheduled delivery date to avoid a cancellation fee of \$59.95.

**PRIOR 2 DAY DELIVERY APPOINTMENT CONFIRMATION FROM OUR DISTRIBUTION CENTER:** Two (2) days before your scheduled delivery date at approximately 10:00 am, you will receive a text message to the cell number you provided to verify your delivery date. You must reply YES or NO or text messages will continue. If you do not reply by 7:00 am the day before your delivery, your scheduled delivery will be canceled and you will have to reschedule with customer service at 888-616-6673. If you text YES, then 1 day before your delivery at approximately 10:00 am you will receive a text message with an estimated 4-hour time frame for your next day delivery. If you reply "YES" but then decide to change your delivery date, you must notify our Customer Service Department by 1:00 pm the day before to avoid the "Cancellation/Re-Delivery Fee" of \$59.95. If you are not home or someone 18 years or older is not present to sign and approve the delivery, then the merchandise cannot be left, and a re-delivery fee equal to half of the original delivery fee with a minimum of \$59.95 will be applied. (Please note: If the residence is more than 3 stories high, an elevator large enough to accommodate furniture must be available for Delivery.)

**CUSTOMER SATISFACTION:** To ensure the merchandise was delivered to my satisfaction, I MUST inspect my merchandise at the time of delivery for any problems or damages and sign off stating that the merchandise was received in satisfactory condition (must be 18 years or older). If there is an issue, the Delivery men will call customer Service to resolve issue before the Delivery men leave. Any concealed damage must be reported to Customer Service by the end of the next business day. If any product damage occurs now or in the future, pictures will be required to be sent. Please call Customer Service at (888) 616-6673 and they will give you an email address to send the pictures. A service call will be scheduled following the receipt of pictures.

**PROPERTY DAMAGE:** Any damage to my property at the time of delivery must be shown to the delivery men before they leave. Delivery men will then take pictures and submit them to Customer Service. A Representative will call me back to discuss a resolution.

**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 delivery. The reselection and exchanged delivery must occur immediately after contacting Customer Service. A 10% restocking fee and \$99.95 exchange fee will be applied to all returned merchandise.

**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 delivery and arrange for immediate pick up of merchandise being returned. 15% Re-Stocking Fee will be applied to all returned merchandise. Merchandise must be in perfect Condition. For ACIMA or WELLS FARGO ACCOUNTS, the Customer must pay all charges up front before any exchanges or returns are scheduled.

- 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 delivery acceptance/approval.

**BEDDING POLICY:** A one-time 10-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. A fee of \$99.95 will apply for the exchange and redelivery of the bedding. 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.

**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 it at no charge or exchange if the item cannot be repaired. This excludes Appliances and Electronics as their manufacturer's warranties vary. Please note, that all "As-Is" Furniture, Appliances and Electronics have a 60-day warranty.

## 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: 7:30am - 7:00pm | Saturday: 8:00am - 6:00pm

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