



## HOME CENTER OUTLET | RETURN POLICY

All returns will be charged a 15% processing fee. This is non-negotiable.

Products can be returned within 14 days of the purchase date, so long as the product has not been installed or damaged in any way. The product must be packed in its original packaging material and the receipt must be present. This return can result in a refund, or a store credit of the amount paid for the product.

Special or custom orders are NOT eligible for return in any fashion. Please be sure to check all special-order items at the time of pick up to confirm their accuracy. Any HCO associate will be able to help you check the product.

All items labeled “Clearance” or “Surplus” are sold as-is and are not eligible for return in any fashion.

Home Center Outlet will not be held responsible for the costs associated with removal and/or transportation of a returned item.

## HOME CENTER OUTLET | PICK UP POLICY

All products purchased at Home Center Outlet must be picked up within 2 weeks of the purchase date. After the 2 week pick up deadline, the customer will be charged \$5/day until the product is picked up.

At the time of pick up, it is **extremely important** that the product be completely inspected prior to it leaving our warehouse(s). An HCO associate will gladly help you open the product for inspection. **Any issues found at the time of inspection at our warehouse(s) must be brought to our attention immediately.**

Should the customer opt for someone else (a contractor) to pick up their product, it is understood that the customer entrusts the judgement of the person picking up the item to inspect the item for accuracy.

When picking up your items, please allow adequate coverage for the items. HCO is not responsible for the method of which a product or products are picked up from our warehouse(s). Here are some tips for picking up select items:

All items must be shielded from the rain. It is not recommended to pick up items in the rain.

All items must be securely tied down. HCO does not assist in tying items to vehicles.

Appliances must be loaded standing up only.

It is not recommended that items be strapped to the top of vehicles.

HCO will not be held responsible for any damage to vehicles at the time of pick up.