

Horn's Ace Hardware Group Return Policy

Quick, Easy Returns

Not satisfied with your purchase and need to return it? No problem! Our ultimate goal is to make your return experience as quick and easy as possible. Your satisfaction is priority, and we are committed to doing as much as we can to ensure you enjoy your purchase and your experience with Horn's Ace Hardware. Shopping and returning is easy with Horn's Ace Hardware.

90 Day Return/ Refund Exchange

Some Exclusions Apply

If you're not satisfied with an item you purchased from Horn's Ace, return it to us with proof of purchase within 90 days from the purchase date to exchange or return an item at its original purchase price. All returns require a proof of purchase in order to accurately refund your original purchase price.

Proof of Purchase

For store purchases, the cash register receipt serves as a proof of purchase for items bought at your local Horn's Ace store. Store returns without proof of purchase 90 days from purchase date **REQUIRE MANAGER APPROVAL**. Approved returns without a receipt require a valid State or Federal ID. If approved, the item will be returned for the current item price and any refund will be issued in the form of a Merchandise Return card. Refunds will not be approved after the 90 day return window.

We will not accept returns of open packages or obviously used and/or damaged items.

*30 Day Return/ Refund Exchange

Apparel, Sunglasses, Shoes, Boots, Accessories

***APPAREL HOLIDAY RETURN WINDOW WILL EXTEND TO 60 DAYS FOR ITEMS PURCHASED 11/15 THROUGH 12/26**

All clothing, shoe, & sunglasses returns must have the original tags attached. All returns require proof of purchase in order to accurately refund your original purchase price.

Proof of Purchase

For store purchases, the cash register receipt serves as a proof of purchase for items bought at your local Horn's Ace store. Store returns without proof of purchase 30 days from purchase date **REQUIRE MANAGER APPROVAL**. Approved returns without a receipt require a valid State or Federal ID. If approved, the item will be returned for the current item price and any refund will be issued in the form of a Merchandise Return card. Refunds will not be approved after the 30 day return window.

We will not accept returns of clothing/ shoes that have been obviously worn and/ or washed. We will also not accept returns of sunglasses that show obvious wear and/or **damage.

****ALL WARRANTY ISSUES WITH SUNGLASSES SHOULD BE FILED DIRECTLY WITH THE SUNGLASS MANUFACTURER BY THE CONSUMER**

30 Day Return/Refund Exchange on ACEHARDWARE.COM purchases

You may return most items within 30 days from the original purchase date with original receipt, provided that it is unused, uninstalled, and in its original packaging. In each case, you must provide all paperwork, including product instructions or information and your packing slip/receipt, and any parts and accessories. You should also bring a valid photo ID

STIHL 7 Day Satisfaction Guaranty Policy

Seven (7) Day Satisfaction Guarantee Mid-Atlantic STIHL offers a Seven (7) Day Customer Satisfaction Guarantee on select STIHL machines. The STIHL Satisfaction Guarantee program allows a customer to return any STIHL serial numbered machine (except TS and TSA cut-off machines, GS concrete cutters, pressure washers, and robotic lawnmowers) to the selling STIHL dealer for a refund (including taxes) or an exchange within **seven consecutive days of the original purchase date**. The machine must be returned to the original selling dealer with receipt or proof of purchase.

STIHL Satisfaction Guarantee - Items Not Covered

STIHL gasoline and battery powered cut-off machines (TS/TSA), the GS concrete cutters and pressure washers, and robotic lawnmowers do not qualify for the program.

The Satisfaction Guarantee applies to select STIHL serial-numbered machines only. It does not apply to any other STIHL product such as accessories, repair parts, cutting attachments, expendable and/or supplementary items, etc.

The STIHL Satisfaction Guarantee program does not apply to machines that have been damaged due to improper adjustment, abuse, misuse, neglect or failure to operate and maintain the machine in accordance with the instructions supplied in the instruction manual.

Machines that have been stolen or damaged due to abuse or neglect or damaged by fire, water, wind or other acts of nature do not qualify for exchange or reimbursement.

STIHL Satisfaction Guarantee – Warranty

If the machine is returned due to warranty failure, it is to be repaired per the normal guidelines of the STIHL Limited Warranty Policy and returned to the customer. Dealers and customers should refer to the STIHL Limited Warranty statement for these guidelines. The customer is responsible for any repairs for failures that do not qualify for warranty coverage

Cutting attachments, deflectors, shrouds, handles, etc. should be expected to have normal wear, discoloration and debris buildup as with any used or demonstration machine. Normal wear and tear does not qualify for reimbursement under the STIHL Limited Warranty statement.

Machines must be returned within seven (7) consecutive days from the date the customer originally purchased the product. Machines returned after this time period do not qualify for reimbursement or exchange under the program. STIHL & Horn's Ace Hardware Group reserve the right to modify or cancel the Satisfaction Guarantee program at any time

Return Exceptions:

Exceptions to the Our Return Policy includes the following:

- Gift Cards cannot be returned for any reason.
- Outdoor Power Equipment (such as generators, tillers, edgers, mowers, string trimmers, blowers, tractors, chainsaws, snow blowers) and Grills & Smokers may be returned within 30 days of the date of purchase, with original receipt, provided that it is unused, uninstalled, and in its original packaging. Outdoor power equipment cannot be returned once fuel or oil has been put in it, even if the equipment has been drained of these materials. If you put fuel or oil in the equipment you will need to contact the manufacturer regarding any product issues. The manufacturer will handle your claim in accordance with the manufacturer's policies. Authorized service center information can be found in the owner's manual or contact Customer Service at [1-888-827-4223](tel:1-888-827-4223) to obtain location information for service centers. Note that appropriate maintenance and use of your equipment is required to ensure manufacturer's specified warranty is not voided.
- Clearance items are final sale.
- Hazardous materials and products that use hazardous materials, such as flammable liquids or gasses cannot be returned.
- We reserve the right to limit paint returns at our discretion in the event of suspected fraud or abuse.
- If you return merchandise that was purchased in whole or in part with one or more Rewards, the Reward(s) will be forfeited.

If you wish to return a Delivered, Assembled and/or Customized Item:

- Tinted liquid interior or exterior paint is a Customized Item and cannot be returned.
- Tinted paint orders placed on acehardware.com are final and cannot be returned, refunded, or exchanged for a new color. On-screen and printer color representations may vary from actual paint colors, and Ace cannot honor returns or exchanges for digitally misinterpreted colors.
- Delivered, Assembled and/or Customized items should be returned to the same local Ace store from which it was delivered, assembled and/or customized.
- A re-stocking fee of 15%, minimum of \$20, for an item that has been assembled and returned but is not damaged or defective.
- If you received the proper item that was not damaged or defective, you may be charged a \$50 pickup fee. You will not be reimbursed for the original delivery fee, if applicable.
- If you wish to return a Delivered, Assembled and/or Customized Item that Ace incorrectly fulfilled (for example, the wrong color, model or item), or if the item is damaged or defective, return the item(s) to the same store from which it was delivered, assembled and/or customized for a refund.

Horn's Ace Hardware Group reserves the right to modify or cancel the return policy at any time.