



**Policy: Return/Refund Policy**

**Approved by the Board: February 18, 2008**

*A copy of this policy should be given to all individuals making purchases and should also be posted in plain site near the cash register.*

- ✓ Refunds will be provided for non-working appliances only. **You must return the appliance and have a receipt to obtain a refund. This is non-negotiable—NO RECEIPT, NO REFUND.**
- ✓ When an appliance is donated to the Andro Habitat Restore, we ask the donor to be sure that it is in complete working order prior to sending it to us.
- ✓ Once the appliance arrives, we test it to the best of our abilities. Unfortunately, we are unable to fully test most items due to gas hookups, water hookups, and certain types of plugs.
- ✓ You have 7 days from the date of pickup to report any problems.
- ✓ Please notify us at 576-5286 as soon as you are aware that the appliance is not working properly. Due to the small amount of cash we keep on hand, **there will be up to a fifteen business day processing period in order to provide the refund. This waiting period is non-negotiable.** Refunds are provided by a **check** only provided by Androscoggin Habitat for Humanity.
- ✓ We do not provide pick-up or delivery services for returned items.
- ✓ If you are unable to wait through the check processing period, a store credit can be made immediately available.
- ✓ Androscoggin Habitat for Humanity and ReStore management reserves the right to refuse a refund if they deem necessary.
- ✓ By purchasing this item, you are waiving Androscoggin Habitat for Humanity and the ReStore from any liability for personal injury or property damage resulting from the use of this product.