

## RETURNS

### GENERAL POLICIES

The following is a general guideline in returning merchandise to the Horse Cents Tack Shop.

1. Merchandise purchased at the Horse Cents Tack Shop can be returned within 30 days from the date of purchase. See exceptions to the return policy.
2. All returns require manager authorization.
3. Returns should be processed at the department from which the merchandise originated.
4. All merchandise eligible for return must be in its original unopened packaging materials, in unused resalable condition.
5. HORSE CENTS TACK SHOP employees must have a valid receipt for returns.
6. Customers must present identification if a valid receipt is not available. Acceptable forms of ID include Florida Drivers License and Florida Identification Card.

### VALID RECEIPT

If a valid receipt is available at the time of the return, the return transaction can be done according to the type of tender used during the purchase of the merchandise for the price reflected on the receipt.

1. Cash: Merchandise purchased with cash can be returned for cash if the total amount of the original purchase is less than \$100. Cash refunds greater than \$100 must be issued as a check and mailed to the customer within 10 business days.

#### **CASH REFUND AUTHORIZATION LEVELS:**

|   |             |
|---|-------------|
| Part-time Customer Service Representative | up to \$100 |
| Full-time Customer Service Representative | up to \$150 |

2. Check: Merchandise purchased with a Check can be returned for cash if the total due to the customer is less than or equal to \$100. Refunds greater than \$10 will be issued in the form of a MOC. At the time of issuance, the customer may decide to accept the MOC or wait 15 business days for the MOC to be converted to a check
3. Credit Card: Refunds for merchandise purchased by credit card will be in the form of a credit to the same credit card account used when the merchandise was purchased.

#### **CREDIT CARD REFUND AUTHORIZATION LEVELS:**

|   |             |
|---|-------------|
| Part-time Customer Service Representative | up to \$100 |
| Full-time Customer Service Representative | up to \$150 |

5. Merchandise on Credit (MOC): Refunds for merchandise purchased with a MOC will be given in the form of a MOC. Customers must show valid identification such as California ID, California Driver's License, or UCLA BruinCard. At the time of issuance, the "Store Copy" of Merchandise credit must be signed by two employees.

### NO RECEIPT

If a valid receipt is not available at the time of the return, a Merchandise Credit may be issued on an exception basis, subject to the listed approval levels. Customers are required to present identification to the cashier at the time of the return.

#### **NO-RECEIPT REFUND AUTHORIZATION LEVELS:**

|   |             |
|---|-------------|
| Part-time Customer Service Representative | up to \$100 |
| Full-time Customer Service Representative | up to \$150 |

### EXCEPTIONS TO RETURN POLICY

1. Shipping Fees  
Shipping fees are not part of the purchase price and are not refundable.

### NON-REFUNDABLE ITEMS

|                           |                   |                |
|---------------------------|-------------------|----------------|
| Horse Treats              | Consignment Items | Under Garments |
| Magazines and periodicals | Books             | Gift Cards     |
| Helmets                   |                   |                |