



Vero Beach Hardware & Gifts
3555 9th St SW (Oslo Rd)
Vero Beach, FL 32968
772.564.8838
772.564.8839 (fax)

Refund Policy

Effective 9/1/2020

OUR ULTIMATE GOAL IS FOR YOUR COMPLETE SATISFACTION.

PLEASE RETAIN YOUR RECEIPT IN ORDER TO ENSURE THAT OUR "NO HASSLE RETURN POLICY" APPLIES TO YOUR PURCHASE.

- **Refunds within 30 DAYS of purchase WITH A RECEIPT:**
 - Purchases with a credit or debit card will be refunded to the card
 - Purchases with cash will be refunded with cash
 - Purchases with a check that has cleared the **14-business day clearing period** will be refunded with cash
 - Purchases with a gift card or credit voucher will be refunded on a credit voucher.

- **Returns without a sales receipt*:**
 - If you are a "True Value Rewards" member and made your purchase within the past 30 days, we may be able to obtain a receipt for you in our system. If so, please refer to # 1 "**Refunds within 30 days of purchase WITH A RECEIPT**".
 - If we are unable to locate your receipt it will be up to the floor manager's discretion as to whether to issue a credit voucher for the lowest sale price for that item. **ALL returns are subject to investigation and if deemed invalid will be denied.**

- ***NON-ELIGIBLE ITEMS for RETURN INCLUDE BUT ARE NOT LIMITED TO:**
 - Items not purchased in this store
 - Items purchased over 30 days ago
 - Items not in original package or original condition
 - Items flagged on receipt as non-returnable
 - Special order items
 - Filled propane cylinders
 - Custom cut merchandise
 - Gift cards
 - Items that the manufacturer requires to be sent back to them or returned to the service center – please refer to the manual in the package
 - Gas powered equipment
 - Paint that has been tinted
 - Power tools
 - "**HURRICANE/STORM RELATED ITEMS**" that are purchased June 1- November 30. To ensure that we can be your reliable source for storm/disaster related items during these dates we cannot accept returns on this category of items. A list of these items IS always posted in the store. If you are unsure, please ask an associate for assistance.
 - Clearance/Final Sale/Sidewalk sale merchandise
 - Postage Stamps