

# Clementines Kitchen Return / Exchange Policy

We want you to be pleased with your purchase or gift from Clementines Kitchen. This policy will help us to ensure that all customers are provided the same fair and equitable service.

Clementines Kitchen can not accept items that were not purchased at our store. As proof of purchase we need the original receipt or the receipt number and date of purchase. If the item was received as a gift and there is no 'gift receipt number', or the receipt can not be located, we can often locate the purchase in our system with the approximate date the gift might have been purchased. This may take up to 72 hours (see 'No Receipt' section below) before a store credit (no refunds without original receipt) can be provided.

Gift Certificates must be presented in whole (two parts, printed certificate and matching original receipt attached) for redemption. We reserve the right to limit redemption to the named recipient or to deny redemption if the same certificate number has been previously redeemed or if it has been altered or is otherwise unable to be confirmed as the authentic certificate. We may require up to 72 hours for authentication of validity.

## **With the receipt information available, the following applies:**

1) We will accept items for return or exchange in new (unused) and original condition in their original packaging, labeling and with all parts and accessories for up to **14 days** from purchase. Between 14 and 28 days a 15% restocking fee applies. **After 28 days no return or exchange is permitted.** Any freight charges are not included.

**GIFTS:** For GIFTS purchased between November 1<sup>st</sup> and December 31<sup>st</sup>, the 14 day period is extended to January 20<sup>th</sup> of the following year. Other times, the GIFT return period is extended to 28 days from date of purchase. The item must still be new and unused in original condition as above.

2) Any Refund will be in the same manner of original payment. Credit or Debit Card Refunds must be to the same card. Items purchased by check will be refunded by store credit only or by company check after 15 business days. Refunds less than \$10 may be made in cash at the discretion of store management.

## **4) Certain items have restricted Return, Exchange or Refund Rules:**

- **Food items can not be returned.** Additionally, state law prohibits the return of alcoholic beverages for any form of credit or exchange, whether unopened or not.

- **We reserve the right to determine if an item is defective.** We are happy to show you how to use a product correctly, or adjust it to its original intended function, in lieu of labeling an item as defective. We want you to enjoy using the product you purchased.

- **Electrical appliances are covered exclusively by the manufacturer's warranties.** Refer to the manufacturer for warranty service. We can help you determine if there is a problem with the item you purchased, or help you contact the manufacturer's help center to process a warranty claim, however defective claims must be made with the manufacturer and are not eligible for an exchange or refund by us.

- **Check your receipt carefully before leaving the store.** Adjustments will not be made for 'missing items' or 'mis-keyed' SKU numbers unless claimed within 24 hours and can be confirmed by store management based on inventory counts or store employee confirmation.

- **Please be careful with your purchases.** We inspect items for visible damage at time of purchase. We package items to be safely transported in normal environments. If an item is brought back and is visibly damaged it will not be accepted for return, exchange or refund. We reserve the right to make a determination regarding visible and / or hidden damage.

- **Special Order, Clearance and Sale items are Final Sale.** We define a special order item as one which we do not routinely keep in stock and may have purchased based solely on your request. Your receipt may note that your item was a special order purchase, although this is not always the case. Determination of special order status is at the sole discretion of store management. There is no return, exchange or refund on clearance or sale items.

- **Class reservations require 48hours advance notice for cancellation.** To receive a store credit to apply towards another class, you must cancel at least 48 hours before the scheduled start of the class. No Refunds.

**5) No receipt?** If you can not locate a receipt we may take up to 72 hours to find yours with some information about date of purchase and type of payment. Otherwise, any exchange or store credit will only be made at the **LOWEST** price a specific item has been sold for in the past 24 months. No refunds without the original receipt.