

SALES & REFUND POLICY

- 1) **Thomasville Home Furnishings of New Jersey** (from now on “Thomasville”) requires a forty-five (45%) percent deposit of the entire purchase at the time the merchandise order is placed. The purchaser will also be required to review and execute a “Furniture Sales Order Agreement” (from now on “Agreement”) which contains multiple terms and conditions associated with the sale of the merchandise.
- 2) In addition to the credit cards indicated on the Agreement, Thomasville accepts personal checks, bank cashier checks or cash which must be tendered in person for deposits and payments of any remaining balance, however, these payments must be tendered in person at any Thomasville store location in the State of New Jersey, excluding the Thomasville store location at 1590 Nixon Drive in Moorestown, New Jersey.
- 3) If you are accepting financing through the “Thomasville” credit card program, you will be required, by Thomasville, to tender payment in full of all the merchandise on this credit card at the time of execution of this Agreement. Thomasville reserves the right to accept payment of the initial deposit on any credit card and payment of your remaining balance of any order. If you are utilizing a Thomasville “Gift Card” at the time of purchase, you must apply the monetary amount contained on the card towards in-store purchases for merchandise. Thomasville does not provide cash refunds for balances remaining on the Thomasville “Gift Card”. Your order may be canceled, in writing, within seventy-two (72) hours of placing the initial order for a full refund. Thereafter, and prior to scheduled delivery, if any merchandise order is cancelled, Thomasville reserves the right to assess the purchaser a cost reimbursement fee of forty-five (45%) percent of the entire purchase price for those items cancelled, including but not limited to, “special order” merchandise.
- 4) If you are placing a telephone order for the purchase of merchandise you will be required to execute an Agreement. Your order will not be processed until Thomasville receives a fully executed Agreement, together with payment and authorization as indicated on the Agreement.
- 5) Thomasville does not issue cash refunds.
- 6) Refunds of deposits made by cash or check will be credited by check mailed from Thomasville’s corporate office within two (2) weeks of the written notification of the cancellation, to the permanent address indicated and acknowledged on the Agreement.
- 7) Refunds of deposits made by credit card will be credited to the same credit card.
- 8) Prior to notification of delivery, you will be contacted to confirm your remaining balance and payment method as indicated on the Agreement and be required to tender payment of the remaining balance.
- 9) If you are unable or unwilling to accept delivery on the promised delivery date set forth on the Agreement, you may reschedule the delivery for up to thirty (30) days subject to a \$50.00 rescheduling fee and payment in full for the merchandise. If you are picking up merchandise from any of our Thomasville store locations, including any Thomasville warehouse or the Rockaway, New Jersey clearance center, you will be required to present your driver’s license and/or International Passport for proof of identification and a photocopy of your license and/or International Passport will be retained by Thomasville.

- 10) Delivery fees are non-refundable. All requests for rescheduling of delivery must be made in writing to the store location of the original purchase. Thereafter, if the purchaser fails to accept delivery of the merchandise within fifteen (15) days of the adjusted, promised delivery date, the purchaser will be assessed storage fees of \$20.00 per day until delivery has been made.
- 11) Upon the expiration of sixty (60) days from the original promised delivery date, Thomasville reserves the right to reclaim the merchandise if delivery has not been rescheduled, void the Agreement and assess the purchaser a cost reimbursement fee of seventy (70%) percent of the entire purchase price for those items reclaimed.
- 12) The purchaser is responsible for measuring all access areas for delivery of the merchandise. Thomasville offers each purchaser the opportunity to pay for an optional "measure check" service which is independently provided by a third party delivery service. The fee for the "measure check" service is \$45.00 and must be tendered at the time of execution of the "Furniture Sales Order Agreement". If the purchaser elects to pay this fee, and the third-party "measure check" service determines that all the items will fit in all access areas for delivery, then Thomasville will credit the purchaser the \$45.00 "measure check" fee. If the purchaser elects to pay this "measure check" fee of \$45.00 and the third-party "measure check" service determines that all the items will not fit in the access areas for delivery, then the customer will not be obligated to proceed with the purchase of the merchandise as set forth on the executed "Furniture Sales Order Agreement". In addition, the purchaser may inquire from any salesperson, the dimensions of merchandise displayed in any Thomasville store location. The dimensions of merchandise are also displayed on the sales tags affixed to the respective merchandise and may be independently viewed at the manufacturer's internet website.
- 13) If the merchandise is refused by the purchaser due to space limitations at the time of delivery, Thomasville shall assess the purchaser a cost reimbursement fee of seventy (70%) percent of the entire purchase price of those items refused, plus all applicable delivery fees.
- 14) In the event merchandise is no longer available and/or discontinued, the purchaser will be provided with a prompt full refund of the purchase price for the specific item or be permitted to select another piece of merchandise of equal value, at the purchaser's request.
- 15) THERE SHALL BE NO REFUNDS OR WARRANTIES PROVIDED ON MERCHANDISE IDENTIFIED AND/OR ADVERTISED AS "CLEARANCE ITEMS," "AS IS" OR "FLOOR SAMPLES." This type of merchandise may also be found at the Thomasville warehouse locations and the Rockaway, New Jersey clearance center.
- 16) The "Thomasville Product Care Guide" for wood furniture, fabric upholstery, leather upholstery, stone and marble, is available in each store location, at any sales desk.
- 17) The "Thomasville Wood, Upholstery, Accents & Accessories" limited warranty is available in each store location, at any sales desk.
- 18) Once mattress bedding has been delivered and accepted by the purchaser, it may not be returned to Thomasville and no refunds will be issued to the purchaser.
- 19) Each Thomasville store is independently owned and operated.
- 20) If you have any further questions you may direct all inquiries to the store manager and/or visit our website at www.thomasvillenj.com.

THANK YOU