

# Home Idol 2018 Non-Profit Trust Fund Policy

## Flexible and Easy Returns

Home Idol is committed to doing the right thing, every day. You can return or exchange items purchased in-store or online at any Home Idol store within 30 days of purchase with original package. Items must be undamaged.

## Items Purchased in Our Stores

For fast and easy returns, please keep your receipt or your confirmation email. It not only ensures you get the proper credit for your purchase, but it also helps our Associates process your return or exchange quickly.

## Return Policy Exceptions

Special Order items, AS-IS items, E-Flyer items, and Trade-off Discounted items are non-returnable and non-exchangeable.

## Product Claims

Some variation of shade is inherent in all burned clay products, and no claims concerning variation in shade will be considered or allowed after tile is installed. If, for any reason, our products are regarded as unsatisfactory, we must be notified before installation, and consequently we will not make any allowances for labour costs for replacing material, or for other charges. Methods of installation are beyond our control, and we do not accept responsibility for chipping, cracking, crazing, spalling, etching, discolouration or loosening of tile from the setting bed.

## Other Terms and Conditions

Home Idol reserves the right to request valid identification prior to accepting merchandise for a return.

Home Idol reserves the right to limit or refuse to accept the return of certain merchandise at any time and for any reason.

Home Idol will only accept the return of merchandise purchased from Home Idol store.

Effective January 2018