



Return Policies

30-Day Return Policy

If you're not completely satisfied with any item you purchased from Orchards Feed Ace Hardware, return it to us with proof of purchase within 30 days of the purchase date for exchange of merchandise or refund of the original purchase price. We may not be able to take back some items, such as sprayers that have had chemicals in them, or power equipment with oil and fuel added, but will do our best to work with you and the manufacturer warranties given each situation.

Other non-returnable items include, but are not limited to opened/used:

- Pepper Spray
- Bolt Cutters
- Used Gas-Powered Items
- Items with Hazardous Chemicals Inside
- Used Toilet Parts and Accessories
- Color-Matched or Color-Added Paint
- Power Tools
- Barbecues
- Battery Chargers and Jumper Cables
- Anything That Has Been Cut to Size
- Vaccines
- Wormers
- Livestock Medication
- Live Animal traps
- Live Animals
- Gift cards

*The above list is not all inclusive.

*Acceptance of returns is at the sole discretion of management.

*The items above may be exchanged for the same item if defective.

Proof of Purchase

The cash register receipt serves as proof of purchase for the item you would like to return.

If you used a bank card, Ace Rewards, or Astro Loyalty during the purchase, we may be able to find your proof of purchase if you no longer have the original receipt.

Extended Returns

Returns after 30-days from purchase date require Manager approval. If approved, the item will be returned for the purchase price and any refund will be issued in the form of an Ace Gift Card or even exchange.

Non-receipt Returns

Orchards Feed Ace Hardware may accept a non-receipt return or exchanges at the discretion of the store manager.

To return or exchange items without a receipt, the customer is required to present a valid, non-altered government issued photo ID. Information from the customer ID will be stored in a secured database of returns activity that Orchards Feed Ace Hardware uses to authorize returns.

If an item is returned without a receipt and the refund verification process accepts it, the following options are available:

If available, the customer may send the merchandise to the manufacturer for repair or replacement.

The merchandise may be exchanged for another item.

The merchandise may be returned, and a store voucher refund provided if the refund value of the returned item is less than \$5.

The merchandise will be returned, and a gift card provided to the customer if the refund value of the returned merchandise is equal to or greater than \$5 in value.

Returns from other Ace Hardware Stores

Orchards Feed Ace Hardware will accept most items purchased at other Ace Hardware stores in accordance with the regular 30-day return policy. The primary criteria for accepting returns from another Ace Hardware is if we currently stock the item. If the item is not regularly stocked, or if Orchards feed Ace Hardware has an excess of the item being returned, the store manager may elect to decline the return.

Limit of \$100 for items place at other Ace Hardware

Defective returns within the 30-day return period will generally be accepted.

Defective returns outside of the 30-day return period may be directed to be processed through the product manufacturer.

Refunds

Refunds are made by crediting the original method of payment if proof of purchase is provided. in some cases, an Ace Gift Card or Check will be issued.

Cash

If a customer has a receipt and the item was purchased with cash, the customer may receive a cash refund. A check may be issued if the amount exceeds \$200.

Credit Card

If the item was purchased using a credit card, any refund is required to be issued to that same credit card. If the original credit card is not present and is not available through scanning the TC number on the receipt, the refund will be processed onto a gift card.

Debit Card

If the item was purchased using a debit card and the receipt shows 'debit tend', the refund will be placed back on the debit card if available. If the receipt does not show 'debit tend,' the refund is required to be issued to the same debit card. If the debit card is not present and is not available through scanning the TC number on the receipt, the refund will be processed onto a gift card.

Online Purchase Returns

All purchases made on Acehardware.com and picked up in-store can be returned to your nearest Ace Hardware store. All credits for returns, or additional charges for exchanges, will be applied directly to the original form of payment through the Ace Hardware Corporate office pursuant to the policies set for through the Ace Hardware Website.

Pet Food Guarantee Returns

We want your pet to love the food that you purchase from Orchards Feed Ace Hardware. Therefore, if your pet does not love the food you purchase, bring it back and we will exchange it for something else. The requirement for pet food exchange is as follows:

The customer must return the product in its original packaging.

Approximately 50% or more of the food must be remaining.

The customer may exchange the product for a different product of a similar size packaging to the original purchased product.

If the cost of the product being exchanged is less than that of the replacement item, the customer is responsible for paying the difference in price.

If the cost of the product being exchanged is greater than that of the replacement item, the difference will be refunded to the customer in the form of cash back or return to original form of payment.

If the customer does not find a suitable product to exchange, they may elect to take a money back refund for the value of the items being returned. Refunds will be credited to the original method of payment.

Buy One Get Another (BOGA) Returns:

All BOGA (or BOGO) merchandise returns are subject to, and must otherwise qualify for return and refund under, the terms of this Return Policy. For qualifying returns:

If your transaction receipt does not identify a return value for each BOGA item, you must return all items you purchased or otherwise received in connection with a BOGA offer to receive a refund. Your refund will be the purchase price you paid for such items. Partial returns of BOGA items will not be refunded. If your transaction receipt identifies a return value for each BOGA item, you may make a partial return. Your refund will be the return value, as identified on the transaction receipt, of the item(s) you return. How to Return:

You may return most items within 30 days of the original purchase date with original receipt, if it is unused, uninstalled, and in its original packaging. In each case, you must provide all paperwork, including product instructions or information and your packing slip/receipt, and any parts and accessories. Valid photo ID is also required. If it is 30 days or more from your original purchase date, please contact the manufacturer directly.

Shock Collar and Underground Fence Returns

Shock collars and invisible underground fence products can be difficult to use and often require troubleshooting. It is recommended that the customer contact the manufacturer directly if they are having trouble with the product they purchase. If the manufacturer is not able to correct the issue, then the products may be returned to Orchards Feed Ace Hardware so long as it meets the requirements stated in the store's 30-day return policy.

Hay & Straw Returns

Hay and straw products by nature are susceptible to moisture and mold build up. End users are encouraged to store these products in dry cool places. The return policy for Hay and straw products is as follows:

Returns made within 3 days of purchase shall be eligible for a full refund so long as the products are returned in resalable condition.

If the customer finds mold in any Hay or straw products, they must return the products to Orchards Feed Ace Hardware within 5 days from the date of purchase for an exchange or refund.

Refunds will be credited to the original method of payment.

Craftsman Returns

Many Craftsman products come with a Lifetime Warranty against defects. In most cases, if your Craftsman tool is defective or breaks, it can be returned to any Ace Hardware (or participating retailer) in exchange for the exact replacement. If the retailer does not have the exact replacement in stock, the customer may contact Craftsman directly to have the replacement sent to them directly from Craftsman. Craftsman has specific warranties for different product lines. See full Craftsman warranty and return policy for details:

Scan the QR code below to submit a request and speak with a dedicated Ace Hardware Craftsman customer support agent:



Stihl Returns

Seven (7) Day Satisfaction Guarantee

STIHL offers a Seven (7) Day Customer Satisfaction Guarantee on select STIHL machines. The STIHL Satisfaction Guarantee Program allows a customer to return any STIHL serial numbered machine (except TS and TSA cut-off machines, GS concrete cutters, pressure washers, STIHL Zero-Turn Mowers and robotic lawnmower) to the selling STIHL dealer for a refund (including taxes) or an exchange within seven consecutive days of the original purchase date. The machine must be returned to the original selling dealer. If a machine is returned, the dealer's options are as follows:

Procedure for Satisfaction Guarantee Returns

If a customer returns to a participating dealer for reimbursement or exchange, and the machine qualifies under the terms of the STIHL Satisfaction Guarantee Program, the dealer should file a Satisfaction Guarantee claim on eService.

Once the above documentation has been received, STIHL Northwest will issue a credit to the dealer for 10% of the dealer's cost of the returned unit. The product registration from the original sale will be voided. The machine can then be sold to another customer as a demonstrator product. The product will have the same warranty coverage as a new machine, starting from the date the product is resold. With prior approval, the unit may be returned to STIHL Northwest (freight prepaid) for a full credit.

STIHL Satisfaction Guarantee - Items Not Covered

- STIHL gasoline and battery powered cut-off machines (TS/TSA), the GS concrete cutters, RB pressure washers, RMI robotic lawnmowers and STIHL Zero-Turn Mowers do not qualify for the program.
- Machines must be returned within seven (7) consecutive days from the date the customer originally purchased the product. Machines returned after this time period do not qualify for reimbursement or exchange under the program.
- The Satisfaction Guarantee applies to select STIHL serial-numbered machines only. It does not apply to any other STIHL product such as accessories, repair parts, cutting attachments, expendable and/or supplementary items, etc.

- The STIHL Satisfaction Guarantee Program does not apply to machines that have been damaged due to improper adjustment, abuse, misuse, neglect, or failure to operate and maintain the machine in accordance with the instructions supplied in the instruction manual.
- Machines that have been stolen or damaged due to abuse or neglect or damaged by fire, water, wind, or other acts of nature do not qualify for exchange or reimbursement.
- If the machine is returned due to warranty failure, it is to be repaired per the normal guidelines of the STIHL Limited Warranty Policy and returned to the customer. Dealers and customers should refer to the STIHL Limited Warranty

statement for these guidelines. The customer is responsible for any repairs for failures that do not qualify for warranty coverage.

- Cutting attachments, deflectors, shrouds, handles, etc. should be expected to have normal wear, discoloration, and debris buildup as with any used or demonstration machine. Normal wear and tear does not qualify for reimbursement under the STIHL Limited Warranty statement.

STIHL reserves the right to modify or cancel the Satisfaction Guarantee Program at any time.

RETURN POLIY FOR ITEMS PURCHASED ON ACE HARDWARE.COM

30 DAY RETURN POLICY

The policies below, including 30 Day Return Policy, apply to purchases on acehardware.com only. Each Ace Hardware store has its own customer service and return policies. Please consult your local store for details.

Where to Return:

We recommend that you make returns of online purchases to an Ace retail store near you that can issue you a refund (less applicable shipping, handling and other charges). If you do not have an Ace retail store near you or if you need alternative return instructions, please contact Customer Care at 888-827-4223.

Funds Returned:

If you do not return the item to an Ace retail store near you, the cost of shipping the item back to Ace will be paid by you, unless you received the incorrect item, or the item you received was damaged or defective. You will receive a refund of the purchase price (less shipping charges). Additional services such as assembly/delivery fees may not be refunded once these services have been rendered by your local Ace store. Your refund will be issued in the original form of payment. If Ace Rewards were used to pay for your purchase, the Reward value or coupon amount is forfeited upon return of the product. If the original form of payment is not available, we will credit via gift card. We reserve the right to refuse returns under suspected abuse or fraud.

It may take three to five business days to issue your refund. Once we issue your refund, it may take additional time for your funds to be made available in your account by your financial institution.

Buy One Get Another (BOGA) Returns:

Please note that all BOGA merchandise returns are subject to, and must otherwise qualify for return and refund under, the terms of this Return Policy. For qualifying returns:

If your transaction receipt does not identify a return value for each BOGA item, you must return all items you purchased or otherwise received in connection with a BOGA offer in order to receive a refund. Your refund will be the purchase price you paid for such items. Partial returns of BOGA items will not be refunded.

If your transaction receipt identifies a return value for each BOGA item, you may make a partial return. Your refund will be the return value, as identified on the transaction receipt, of the item(s) you return.

How to Return:

You may return most items within 30 days from the original purchase date with original receipt, provided that it is unused, uninstalled, and in its original packaging. In each case, you must provide all paperwork, including product instructions or information and your packing slip/receipt, and any parts and accessories. You should also bring a valid photo ID. If it is 30 days or more from your original purchase date, please contact the manufacturer directly.

Return Exceptions:

Exceptions to the 30-Day Return Policy includes the following:

Gift Cards cannot be returned for any reason.

Outdoor Power Equipment (such as generators, tillers, edgers, mowers, string trimmers, blowers, tractors, chainsaws, snow blowers) and Grills & Smokers may be returned within 30 days of the date of purchase, with original receipt, provided that it is unused, uninstalled, and in its original packaging.

Outdoor power equipment cannot be returned once fuel or oil has been put in it, even if the equipment has been drained of these materials. If you put fuel or oil in the equipment you will need to contact the manufacturer regarding any product issues. The manufacturer will handle your claim in accordance with the manufacturer's policies. Authorized service center information can be found in the owner's manual or contact Customer Service at 1-888-827-4223 to obtain location information for service centers. Note that appropriate maintenance and use of your equipment is required to ensure the manufacturer's specified warranty is not voided.

Clearance items are final sale.

Hazardous materials and products that use hazardous materials, such as flammable liquids or gasses cannot be returned.

We reserve the right to limit paint returns at our discretion in the event of suspected fraud or abuse. If you return merchandise that was purchased in whole or in part with one or more Rewards, the Reward(s) will be forfeited.

If you wish to return a Delivered, Assembled and/or Customized Item:

Tinted liquid interior or exterior paint is a Customized Item.

Tinted paint orders placed on acehardware.com are final and cannot be returned, refunded, or exchanged for a new color. On-screen and printer color representations may vary from actual paint colors, and Ace cannot honor returns or exchanges for digitally misinterpreted colors.

Delivered, Assembled and/or Customized items should be returned to the same local Ace store from which it was delivered, assembled and/or customized.

Your local Ace store may charge a re-stocking fee of 15%, minimum of \$20, for an item that has been assembled and returned but is not damaged or defective.

If you received the proper item that was not damaged or defective, you may be charged a \$15 pickup fee. You will not be reimbursed for the original delivery fee, if applicable.

If you wish to return a Delivered, Assembled and/or Customized Item that Ace incorrectly fulfilled (for example, the wrong color, model, or item), or if the item is damaged or defective, return the item(s) to the same store from which it was delivered, assembled and/or customized.

Vendor Specific Return Policies:

STIHL Products:

STIHL products MUST be returned to the original store purchased/picked up from. Stores that do not carry STIHL branded products will not be able to accept returns on these items. Please see the Return Exceptions section above for additional information.

Hanover Outdoor Products:

If you wish to return a Hanover Outdoor Product: Issues with Hanover Outdoor products (including broken or missing parts) can be resolved quickly and easily by reaching out to our customer service

department. Returns on Hanover Outdoor products are accepted for 30 days from date of receipt; PLEASE DO NOT RETURN TO AN ACE HARDWARE STORE. If you are in need of assistance, please contact us at 877-397-5144 or contactus@hanoverproducts.com.

Little Giant Ladder Systems Products:

Some Little Giant Ladder Systems are fulfilled directly from the vendor and have a different return policy than those fulfilled by Ace. SKUs fulfilled directly from the vendor include 1025734, 1030251, 1030251, 1025733, 1030234, 1030235, 1030250, 1030228, 1025732, 1030252, 1030233, and 1030236. These SKUs have a 30-day return policy on all products. The return must be requested within 30 days of receiving your product. If the return request is placed after more than 30 days, there will be up to a 35% restocking fee. The product will need to be unused and in new condition, packaged securely in a box. You are responsible for all freight charges back to Little Giant. Once the ladder is received and inspected, a full refund of the purchase price minus return shipping charges and any applicable restocking fees will be issued. PLEASE DO NOT RETURN TO AN ACE HARDWARE STORE. If you have any questions about warranty or technical support, please contact Little Giant at 800-453-1192 or customerservice@ladders.com. If you need assistance, please contact Ace here.

MR COOL Products:

Some MR COOL items are fulfilled directly from the vendor and have a different return policy than those fulfilled by Ace. SKUs fulfilled directly from the vendor include 4012870, 4012869, 4012869, 4012927, 4012935, 4013330, 4012937, 4012928, 4009511, 4009513, 4012929, 4012933, 4009514, 4009512, 4013578, 4020394, 4014846, 4014847, 4014840, 4014839, 4014838, 4021115, 4021116, 4021106, 4021109, 4021112, 4021110, 4021087, 4021113, 4021111, 4014837, 4014602, 4013766, 4014600, 4014599, 4013716, 4013717, 4013580, 4013577, 4013581, 4013576, 4012942, 4021114, 4021088, 4021102, 4021107, 4021105, 4021108, 4021100, 4013767, 4013768, 4013770, 4013719, and 4013718. Issues with MR COOL products (including damaged, missing, or lost in transit) can be resolved quickly and easily by reaching out to MR COOL at 270-366-0457 or support@mrcool.com. If you wish to return an item that is not damaged or defective, it may be returned in its original packaging within 30 days of sale. You would be charged up to a restocking fee of 15% and any shipping cost the return requires. PLEASE DO NOT RETURN TO AN ACE HARDWARE STORE. If you have any questions about warranty or technical support, please contact MR COOL at 270-366-0457 or support@mrcool.com. If you need assistance, please contact Ace here.

RETURN INSTRUCTIONS

Where to Return:

We recommend that you make returns of online purchases to an Ace retail store near you that can issue you a refund (less applicable shipping, handling, and other charges). If you do not have an Ace retail store near you or if you need alternative return instructions, please contact Customer Care at 888-827-4223

How to Return:

You may return most items within 30 days from the original purchase date as long as the item is unused, in like-new condition, and in the original packaging. In each case, you must provide all paperwork, including product instructions or information and your packing slip/receipt, and any parts and

accessories. You should also bring a valid photo ID. If it is 30 days from your original purchase date, please contact the manufacturer directly.

RETURN CREDIT

Funds Returned:

If you do not return the item to an Ace retail store near you, the cost of shipping the item back to Ace will be paid by you, unless you received the incorrect item, or the item you received was damaged or defective. You will receive a refund of the purchase price and your delivery and/or assembly fee, as applicable. Your refund will be issued in the original form of payment. If Ace Rewards were used to pay for your purchase, the Reward value or coupon amount is forfeited upon return of the product. We reserve the right to accept returns unless suspected fraud or abuse.