

# **COUNTRY ROAD COLLECTION POLICIES**

## **METHOD OF PAYMENT**

Country Road Collection (CRC) accepts payments made with cash, check, cashier's check, wire transfer and Master, Visa and Discover credit cards.

## **DISCOUNTS**

We believe our pricing is fair and reasonable for the quality products we carry. We do not play the game so many home furnishing stores play by marking up their "retail" price excessively high and then giving "our price" as a discounted sale price. Typically, this discounted price is what the regular retail price should be to begin with. Our retail tag price is where many stores suggest their price has been deeply discounted. As a result, we do not generally give customer discounts.

We do give a onetime discount of 10% to customers who purchase over \$5,000 worth of goods on a single ticket.

We understand that a project can take some time. For that reason we give a one month time limit for the single project to be completed. Any additional purchases afterwards will not receive a discount unless it totals more than \$5,000.

## **FINANCING**

We offer 180 days financing with no interest through Wells-Fargo. Loan applications must be completed and forwarded to Wells-Fargo. CRC receives a credit amount to be used for purchases.

Either monthly payments can be made or a full payment submitted at the end of the financing term.

## **SPECIAL ORDERS**

All special orders require half down for the full amount of the item plus tax.

## **LAYAWAY**

A layaway policy is available which permits the down payment of one third of the cost of the item plus tax, one third within 30 days, and the balance due 60 days after the date of the sale.

If the item is picked up before the full term the item must be paid for in full.

## **STORAGE**

We will store items purchased and paid for a maximum of 60 days from the date of purchase. After that date, we recommend professional storage areas for extended, long term storage.

## **RETURNS**

Items returned **undamaged** within 15 days will receive full **in-store credit**. A receipt as a proof of purchase is required for credit. Damaged items will not be accepted for return.

Items returned after 15 days will be assessed a 30% restocking fee. The remaining amount of purchase will be given as in-store credit.

## **APPROVALS**

We understand that at times you may need to take out items to see how they blend in with your decorating theme. If you are in doubt about how a particular piece will fit into your living or working arrangement, we encourage you to take out the pieces and try them in their intended setting.

To do this requires a phone number and a credit card number or a check that we can use to complete the transaction in the event you decide to keep the items taken for approval. We also have a form that verifies the condition of the piece before it leaves the store. We give seven working days to decide if the piece or pieces are right for you.

If you decide to keep the piece, we will then run the credit card through or deposit your check for the purchase. If you decide the piece will not work, please have the item back within the seven days. Otherwise we will consider the transaction completed and accept payment for the purchase. After a transaction has been completed, any returns will receive only in-store credit under the terms above.