

# GENERAL POLICY

House of Contractors Inc. will gladly accept the return of items that are defective due to defects in manufacturing and/or workmanship within 30 days from the date of purchase. Fulfillment shortages, discrepancies, or damaged items resulting in the shipment will also be accepted for return within 30 days from the date of purchase. Special order items are final sale; no returns, refunds or exchanges are accepted. A 15% restocking fee will be applied if you wish to return a non-defective item to cover costs of administration, labour, transaction fees and shipping fees. Return shipping costs will be on the onus of the buyer. House of Contractors Inc. reserves the right to request valid identification prior to accepting merchandise for a return.

## ITEMS PURCHASED IN STORE

Items purchased in store at House of Contractors Inc. can only be returned in store. All returns in store require an Original Sales Receipt within 30 days from the date of purchase, which helps our Store Associates process your return quickly, and ensures you get the proper return credit accurately.

- Items purchased in store by credit card or debit card will be refunded to the original credit card or debit card.
- Items purchased in store by cash will be refunded in cash.

## ITEMS PURCHASED ONLINE

Items purchased on [www.hocanada.com](http://www.hocanada.com) or [www.houseofcontractors.com](http://www.houseofcontractors.com) can be returned in store or shipped back to us for return evaluation at House of Contractors Inc. within 30 days from the date of purchase.

For your convenience, please bring the item(s) with a copy of the Order Confirmation Email with you to the store at House of Contractors Inc or include it in the shipping package. Your PayPal account will be credited for the return amount in full. If you paid online via credit card, the full amount will be refunded minus 3% due to non-refundable commissions from the payment provider. Merchandise must be returned in unused, like-new condition with the original packaging.

For any fulfillment shortages, discrepancies, or damaged items resulting in the shipment, please sign the delivery slip indicating the issue and also email us describing the issue and attach the delivery slip. Customer care will be in touch with you within 24-48 hours.

## RETURN POLICY EXCEPTIONS

Gift Cards, Coupons and Store Credit cannot be exchanged or returned for cash, credit or cheque.

All items should be inspected thoroughly at the time of delivery. If you are not satisfied, refuse the item before signing the delivery receipt.