

MRT ACE

Lawn and Garden Center

RETURN POLICY

WITH SALES RECEIPT

RETURNS WITHIN 30 DAYS OF PURCHASE:

- Purchases with credit or debit will be returned to that card only.
- Purchases with cash will be refunded with cash.
- Purchases with check that have cleared the 14 day business day clearing period will be refunded cash.
- Purchases with any gift card will be returned to an MRT gift card.

RETURNS WITHIN 31 - 90 DAYS OF PURCHASE:

- An MRT gift card will be issued at the purchase price or the current price of the items, whichever is lower.

RETURNS FROM ANOTHER ACE STORE:

- MRT ACE will not take back purchases from ACE stores that are not MRT ACE. MRT ACE will only return items at their original purchase location unless stocked by the other MRT ACE store, up to \$50.

WITHOUT SALES RECEIPT

- If you are an ACE Rewards member or made your purchase on a debit/credit card within the last 90 days we may be able to obtain a copy of your receipt. If so, the terms for returns mentioned above will apply. ***It is ultimately the customer's responsibility to keep their receipt***, but we will try our best to find any missing receipts.

NON-ELIGIBLE ITEMS FOR RETURN

- Items purchased over 90 days ago.
- Items not in their original condition, packaging, or labels missing.
- All sale items. Gift Cards. Tinted paint. Annuals.
- Special order items. Custom cut material - glass, pipe, screen, etc.
- Items flagged or noted non-returnable on the sales receipt.
- Sidewalk Sale/Discounted/Discontinued/Damaged items.
- All items in the loading area, not limited to bulk material, mulch, bagged materials, sod/plugs, and propane/filled propane cylinders.
- All gas, battery, and electric power equipment - STIHL/Ego, etc.
- "Hurricane/Storm" related items purchased June 1 - November 30. Please ask a manager about hurricane items before purchasing.
- Items needing to be returned to manufacturer for warranty.

PLEASE RETAIN YOUR RECEIPT IN ORDER TO HELP MAKE THE RETURN PROCESS FAST AND EFFICIENT.