



## Merchandise Return Policy

**With a receipt:** Grange Co-op accepts returns and exchanges for merchandise and issues refunds or credits in the same manner as the original purchase; however, purchases by check over \$25.00 or cash refunds over \$200.00, may be subject to a wait period of (10) business days and may be issued a check from the Main Office.

**Without a receipt:** In some cases, Grange Co-op may accept a return or exchange; however, returns will be issued at the lowest selling price in the last 12 months and issued as a Merchandise Gift Card.

### Returns by type and department:

#### Rogue Branded Items:

- All Rogue-branded products will carry a 100% quality satisfaction guarantee against manufacturing defects in material or workmanship, and will be refunded or replaced with a like-item; this would include, but not limited to, Rogue quality feeds and fertilizers, pet food, wild bird, turf, or agricultural seeds, socks, chocolates, spreaders, hats, mugs, coffee, etc.

#### Apparel & Footwear:

- Returns will be accepted, (90) days with a receipt from purchase date – unless a manufacturer's warranty or product guarantee is included.
- No apparel items will be accepted that have been soiled, laundered, visibly worn, altered, abused, torn, unable to be re-sold or have unusual smells or stains.

#### Farm and Ranch; Lawn and Garden; Tools and Hardware; Power Equipment; Pet; Pet Food (non-Rogue brand);

#### Sporting Goods & Automotive; Safes; Home; Fencing, Gates and Panels:

- Returns will be accepted, (90) days from purchase date with a receipt – unless a manufacturer's warranty or product guarantee is included.
- Items must be in original state and/or accompanied by original packaging, including any paperwork, manuals or accessories.

#### Nursery:

- Returns will be accepted (90) days from purchase date if planted and cared for per the growers instructions, with a receipt – unless a manufacturer's warranty or product guarantee is included.
- Larger container stock nursery plants over 1 gallon, such as fruit trees, and perennial shrubs may be returned up to (1) year from purchase if planted and maintained per the growers instructions.
- Plants must be in original state and packaging from purchase.

#### House Plants:

- Returns will be accepted (3) days from purchase date if cared for per the grower's instructions, with a receipt – unless a manufacturer's warranty or product guarantee is included.
- Plants must be in original state and packaging from purchase.

#### Food and Drinks:

- Unless the product was a "Rogue" branded item, or was defective, no returns on food and drink items will be accepted.

#### Live Bird, fresh water fish, reptile, amphibian, arachnid and poultry

- Purchases are FINAL and cannot be returned or exchanged at any time.

#### Live Mammals

- Live pet mammals, will have a (7) day return limit with a receipt and accompanied by the animal.



**Some specific return policies that may also apply, but are not limited to:**

- Items requiring the customer to go to an authorized repair center must be taken to an authorized repair center to be repaired under the warranty provided by the manufacturer.
- Items that have been used inappropriately, abused, visibly worn or damaged may be refused.
- Gift items and/or artwork that are damaged after purchase cannot be returned.
- Sprayers containing chemicals will be refused.
- Chemicals that are open may be refused.
- Refrigerated or open pharmaceutical sales are FINAL and cannot be returned at any time.
- All Ammunition, Gift Cards, Water Storage Tanks (after customer has taken tank off the property), Propane Exchange, Needle and Syringe sales are FINAL and cannot be returned at any time.
- Special order returns may be subject to a restocking fee of 15%.
- E-Commerce purchases returned to retail stores must include the packing list or invoice from purchase ([Reference grangecoop.com/returns for online return guidelines](https://grangecoop.com/returns)).