



## Company Returns Policy

All merchandise returns must be accompanied by the original Andersons Mower Center sales receipt noting a purchase within the last 30 days. The merchandise must be in new and un-used condition for a full refund. The following exceptions apply.

**JD Promise:** John Deere provides returns provisions for various whole goods products. The terms of their promise will be utilized when applicable.

**Stihl Guarantee:** Stihl provides returns provisions for various whole goods products. The terms of their guarantee will be utilized when applicable.

**Ordered Merchandise:** This merchandise is subject to a 20% cancellation fee if the order is cancelled prior to delivery and a 30% fee if returned within 30 days of delivery.

**Electrical Parts:** Because of the sensitive nature of these parts such as starters, alternators, coils, stators, magnetos, etc. There will be no returns on this type of product.

**Purchases made by check:** To allow for checks to clear the bank refunds, will not be available until fourteen days after the original sale. Refunds will be handled over the counter at the Andersons Mower Center.

**Manager's discretion:** The business is operated under the philosophy of the "Golden Rule", which believes that we should treat our customers in the same manner that we would want to be treated ourselves. Each manager has full authority to make exceptions to these guidelines when used in congruence with the "Golden Rule"