

## TERMS AND CONDITIONS OF RENTAL AGREEMENT

1. **PAYMENTS: Any balance** of the rental order is due before rental can leave the store. A valid driver's license (or other legal identification) is required when the order is placed. Pricing subject to change, if styles are changed prior to **in-store 2<sup>nd</sup> fitting**.

CHECK POLICY: Checks will be accepted with a **valid photo** Driver's License. **Starter Checks** or **Third Party Checks** will **NOT** be accepted. Out of state checks will not be accepted **seven** or less days prior to in store 2<sup>nd</sup> fitting. Returned checks subject to a \$35 fee.

COUPON POLICY: All coupons must be presented **at the time order is placed**. There will be **no double promotion** discounts on any one order.

Tax exempt certificate must be on file or attached at time of order.

2. **RENTAL POLICY:** All orders are subject to a mandatory **non-refundable \$9** Stain and Handling Fee. Stain and Handling Fee covers the cost of minor repairs, processing, quality control and production. **It does not cover major repairs, theft, loss or burns.**

LATE FEE/RETURNS: Rentals are due back first store working day after usage. All rentals not returned on the scheduled return date shall be subject to a **\$20 per day** late fee and immediate right of repossession without notice.

CHANGE FEE: Changes requested by a customer to a rental order less than fourteen (14) days before the **in-store 2<sup>nd</sup> fitting date** are subject to a **\$20 change fee**.

IN STORE SECOND FITTING: In order to ensure a complete and proper delivery of the product, we require the following: **In store 2<sup>nd</sup> fitting** with a minimum of thirty-six (36) hours prior to the event date. If customer declines or is unable to attend the 2<sup>nd</sup> fitting, **Tuxedo Junction cannot guarantee the fit of the garment.**

PERSONAL ITEMS: Tuxedo Junction is not responsible for personal items returned with the rental.

**RENTAL PACKAGE TOTAL INCLUDES:** Tuxedo or suit, shirt, garment bag, accessories as ordered, sales tax, stain and handling fee.

EXPRESS SERVICE FEE: Orders placed less than **5 days before event date** will incur a **\$20** express service fee and require **payment in full**.

3. **REFUND POLICY ON RENTALS:** *ALL APPROVED REFUNDS WILL BE ISSUED BY THE MAIN OFFICE USUALLY WITHIN 45 BUSINESS DAYS IN THE FORM OF A CHECK. ALL ORDERS ARE SUBJECT TO A NON-REFUNDABLE \$9 DAMAGE AND HANDLING FEE. NO REFUNDS WILL BE GIVEN AT STORE LEVEL.*

### RENTAL REFUND POLICY

Orders cancelled **more than 8 days** prior to the event date are subject to **\$9 Stain and Handling Fee**. Orders cancelled **7 days or less** prior to event date forfeit any and all deposits. Any order not cancelled, cancelled when merchandise is **in store**, or that has left the store after a 2<sup>nd</sup> fitting date forfeits any and all deposits.

*TRANSFERRING OF DEPOSITS FROM A CANCELLED ORDER TO ANOTHER ORDER **CANNOT BE DONE**. CUSTOMER IS RESPONSIBLE FOR ALL MERCHANDISE AND WILL BE CHARGED THE RETAIL REPLACEMENT PRICE FOR ANY ARTICLES RENTED AND NOT RETURNED. BRIDE AND GROOM SHARE CO-RESPONSIBILITY FOR PAYMENT AND RETURN OF ALL WEDDING PARTY RENTALS.*

### PURCHASED MERCHANDISE REFUND POLICY

1. **USED merchandise returns:** Merchandise may **only** be exchanged for a different size or color within 30 days. There are **no refunds** for used merchandise.
2. **NEW merchandise returns (excluding jewelry & accessories under \$20) with sales receipt and not worn or altered in any way:** An even merchandise exchange will be made within 30 days.  
Within 45 days of purchase, a refund may be issued. Payment is issued in the form of a check by the main office and not through store locations. Jewelry & accessories under \$20 are **final sale** once merchandise picked up and non-refundable at any time.
3. There will be **NO** refunds or exchanges on any merchandise **without a receipt**.

