

# Smulekoff's Customer Service Pledge

## **YOUR SMULEKOFF'S HOME PURCHASE:**

You are making a decision you will live with for a number of years. This is why it is important for you to see the merchandise in person. We want you to have a real impression of size, dimension, comfort and feel as you decide which item best suits your needs.

Your satisfaction is our priority and we serve you best on a personal basis. We encourage you to visit us online and then visit our store to make your final decision. Our friendly consultants are knowledgeable and interested in making your shopping experience pleasant.

## **LOW PRICE PROMISE:**

If within 30 days of your in-stock purchase, another store within our 60-mile trade area offering the same services advertises the identical in-stock item for less, we will refund the difference to you upon verification.

If within 5 days of your in-stock television purchase, another store within our trade area offering the same services advertises the identical in-stock item for less, we will refund the difference to you upon verification.

**PARTS and LABOR WARRANTY:** Smulekoff's stands behind all product warranties for parts and labor within the term of the warranty. We recommend that you read your manual and warranty to ensure maximum use and enjoyment of your purchase. After the warranty expires there is a fee for in-home inspection, labor and replacement parts. Extended service/warranty plans are available for most items.

## **5 DAY HASSLE FREE RE-SELECT OR CANCELLATION POLICY:**

If within 5 days following the date of receipt, you are not completely satisfied with your in-stock purchase, you are welcome to return the item in original condition and select another item or cancel your purchase for a full refund.

All fees for service (such as delivery, disposal and moving of items) and protection plans (such as fabric-coate/leather protection and mattress pads) are non-refundable and not returnable.

## **CUSTOM ORDERS & CLEARANCE MERCHANDISE EXCEPTIONS:**

*All Custom Orders* require a 25% non-refundable deposit. All custom order and custom installed merchandise is not returnable, including but not limited to fabric, floor coverings, window coverings, bedding and linens. You will be contacted when your order arrives.

*All "As Is" Clearance items* are priced accordingly and are not returnable. Furniture "As Is" clearance items are not covered by Smulekoff's or product warranties. Television "As Is" clearance items are generally still covered by the manufacturer's warranty.

## **MATTRESS COMFORT GUARANTEE:**

*All Mattress Sets* are covered by a one-time 30-day comfort guarantee. If within 30 days of your initial receipt you desire to select a different mattress set, you may do so one time and the entire dollar amount of your initial purchase will be applied to your reselection.

## **YOUR ACCOUNT AND ORDER PAYMENT:**

You may make payments using an ACH (an automatic payment using your routing and checking or savings account), credit or debit card, check or cash in store (we ask for our customers to not send cash through the mail). Your check payment may or will be processed as an electronic fund transfer. Your original check will not be returned by your financial institution. Funds may be debited from your bank account on the same day the payment is received.

Please be advised a surcharge of \$30.00 will be assessed for a dishonored check (non-sufficient funds), draft or order per Iowa Code 554.3512.

If you would like additional information or have specific questions or comments please e-mail us at [Smulekoffs@smulekoffs.com](mailto:Smulekoffs@smulekoffs.com) or call our store at 319-362-2181 or toll free at 888-384-6995.

We look forward to serving you.