



THRIFT STORES RETURN POLICY

Idaho Youth Ranch Thrift Store Return Policy:

Idaho Youth Ranch Thrift Store customers may return merchandise purchased in any of our Thrift Store locations to any of our Thrift Store locations if the following are true:

- The customer submits an accurate original Idaho Youth Ranch receipt
- The return is being made within 7 days of purchase
- The merchandise is in the sellable condition in which it was purchased
- The original IYR price sticker/tag is still attached as it originally was to the item.
- No peeling of the stickers or holes in the tags

Customer must have a current Loyalty Customer account

If they do not, they **MUST** create an accurate loyalty profile before the return can be processed. We have the right to refuse a return or refund if the customer will not set-up a Loyalty Customer account.

Items which cannot be returned or exchanged:

- Items tagged as Ruby's jewelry (Gold, Sterling, or Costume)
- Consumables – opened or unopened
- Items purchased with a voucher
- Grab Bags or the items inside

Specific requirements are implemented if the following is true:

- Mattresses and mattress foundations must be returned to the same store which they were purchased. New mattresses must be sealed in the original bag and the security tape not broken in order to be returned. We will not accept the mattress as a return if it appears to have been removed from the bag.
- Non-Furniture items over \$99.99 IYR price will need to be returned to the Thrift Store in which it was purchased.
- Furniture items over \$299.99 IYR price will need to be returned to the Thrift Store in which it was purchased.

Idaho Youth Ranch Thrift Store Refund Policy:

Idaho Youth Ranch Thrift Stores will return funds in the manner in which they used for the purchase if the above requirements are met.

- Purchases made with cash will be refunded as cash.
- The original credit/debit card must be present for the return amount will be refunded on to that card. If the card cannot be presented, the refund will go on an Idaho Youth Ranch gift card.
- The purchase made with an Idaho Youth Ranch Gift Card will be refunded onto an Idaho Youth Ranch Gift card.
- Loyalty points used for purchase will be refunded as loyalty points to the customer's account. Loyalty points earned in conjunction with the purchase will be subtracted when the return is complete.