

Theriault Equipment Online Store

Exchange / Refund Policy:

Theriault Equipment carries only John Deere Licensed merchandise because we are committed to high quality and value of our products. If for any reason you are unsatisfied with your purchase, you may return it for an exchange or refund as long as the items are new, unused, and in its original packaging. Theriault Equipment will NOT refund the original shipping/handling fees during an exchange or refund.

The following items may NOT be returned:

- 1.) Merchandise that has been used or washed
- 2.) Special Order items
- 3.) Customer embroidery items
- 4.) Shrink-wrapped or packaged products that have been opened

Returns and exchanges are accepted only for items purchased from Theriault Equipment. Requests for exchanges or refunds must be made within 30 days of invoice. All return shipping charges must be prepaid as we will not accept return items shipped C.O.D. Refunds will be applied based on the original method of payment.

Cancellation Policy:

Any order cancelled after being processed will be charged a 15% restocking fee.

Shortages:

Occasionally errors do occur during fulfillment of an order. If you notice an error, please contact us immediately. Any shortages must be reported within 10 days of invoice.

Damages:

If an item reaches you in damaged condition, save the shipping carton and notify us within 10 days of invoice.

How to return merchandise:

- Theriault Equipment will accept return on all in-stock items up to thirty (30) days following invoice. In-stock items will be credited for a full refund minus shipping costs.
- All items must be in the original package and in the condition they were received.
- A copy of the invoice **MUST** accompany the return. Please note the reason for return on the invoice.
- Freight charges will not be refunded or paid by Theriault Equipment unless PRIOR approval has been granted due to an error in the order.
- If purchasing the item as a gift, please inspect your merchandise when you receive it. The time limit for returns and exchanges is 30 days following invoice, and 10 days following invoice for damages and shortages.
- Wrap the package securely, and mail to the following address:

Theriault Equipment

Attn: Beth C.

120 Caribou Rd.

Presque Isle, Maine 04769