

## **LIVE WITH IT BY LORA HOBBS: STORE AND SHIPMENT POLICIES**

Live With It by Lora Hobbs is a retail store located in Northeastern Pennsylvania. This web site and our on-line store is only an extension of our retail store. We are open seven days a week and evenings til 9PM on every Wednesday and Thursday. In addition, Lora and Dave Hobbs are usually onsite and available---so don't just click through this site. If possible, please visit our store or call toll free at 877-489-4060. We would prefer to answer your questions and work with you directly.

### **PAYMENTS and DELIVERY TIMES**

Live With It accepts the following credit cards: Discover, MasterCard and Visa. In stock merchandise usually ships in 2-4 business days and usually arrives to your door in 5-8 business days of order placement. Items not in stock will be shipped to you as soon as they arrive from the manufacturer. Payments are made at time of order placement to reserve inventory. Upon receipt of your order request, you will be contacted directly to confirm receipt and to inform you of actual shipping cost, if any (see Free Shipping or Delivery offer, below) and of any unanticipated delays.

### **PRICES AND SALES TAX**

All prices are subject to change and a Pennsylvania sales tax rate of 6% will be added to all orders. You will be contacted directly for approval prior to final order processing and shipment in the event of any price change.

### **CANCELLATION, RETURN, and EXCHANGE POLICY**

We want you to be satisfied and happy with your purchase at Live With it and we will make every reasonable effort to accommodate any cancellation request. However, once the packing/shipping process has begun, your order will be considered final. Live With It will also make every good and reasonable effort to carefully wrap, as needed, and pack your order for shipment. Damage is rare. However, if you are not satisfied with your purchase, you may return it within 14 days of receipt of shipment, *excluding any sale item, and special orders (unless such items are damaged)*. All sales are final on sale items and special orders. Authorized returns must be unused, in its original condition and packaging with all factory labels attached and may be returned for a refund (refunds are only processed in the manner in which they were ordered), exchange or store credit. *Please see below on How to Make a Return or Exchange*. Please contact us within 7 days of receipt of a non-returnable item to report any damage. All sales become final 14 days after you receive the item(s). All delivery costs are non-refundable. Return shipping costs are the responsibility of the customer.

**Special Orders:** Live With It offers you the ability to special order products that are not normally stocked by our shop. As special orders are items specifically ordered for you, payment is processed at time of order placement and the order is immediately made with the manufacturer. Special orders are shipped to you as soon as they arrive from the manufacturer. Due to the nature of special orders, after 24 hours of order placement, we will not be able to cancel your order and issue a refund. If you have any questions about special orders, please call our shop and we will be glad to assist you. We prefer to work with you directly.

### **HOW TO MAKE A RETURN or EXCHANGE?**

To make a return, simply call us within 14 days of receipt of the item to receive a Return Merchandise Authorization Number (RMA). No returns will be accepted without an RMA. All returned packages require an RMA on each package and must arrive to our store within 14 days of the receipt of the Return Authorization Number. All returns or exchanges must be accompanied by a copy of the purchase receipt. Once we receive your return, we will issue a refund, credit or exchange. If we receive a return without an RMA, or it arrives after 14 days of issuing the RMA, or if we find that the merchandise has been used, your merchandise will be sent back to you at your expense. You should ship your package to the address below via a trackable, insured delivery method to protect against loss or damage. Live With It is not responsible for any shipping loss or damage on returned items.

Returns must be shipped to the address below:

Live With It by Lora Hobbs  
Attn: Returns (Return Merchandise Authorization Number)  
1500 Main Street  
Peckville, PA 18452

**SHIPPING AND DELIVERY SERVICES**

**Free Shipping or Delivery** is offered to destinations within our physical marketplace (Northeastern Pennsylvania). Please contact us directly to determine if your purchase qualifies for this complementary service. This offer is subject to adjustment due to any returns, cancellations and/or exchanges. This Offer is not valid on previous purchases. Nor is it valid with any other offer.

**Shipping Charges**

Live With It ships to Continental USA destinations only via UPS or the US Post Office and expedited service is usually available when requested at an additional charge. You will be informed of actual shipping cost during the order confirmation process. This cost will be determined based upon shipment destination, size, weight and value. Again, please contact us directly if more information is required.