



Lap Pacific Enterprises, LLC
PO BOX 1005
Sheridan, WY 82801

If for any reason you are not satisfied, return your purchase in its original packaging with all accessories, manuals, and parts, with your original receipt, for a refund or exchange (subject to the terms and conditions below). **For most items, you have 30 days from the date of your original purchase to make a return with the following exceptions. The signature on the original receipt must match a valid Drivers Licence or Identification Card in order to process a return.**

RETURN POLICY EXCEPTIONS

- Custom and personalized items, including special orders and gift cards cannot be returned.
- Floor samples and display items are purchased “as is” with all faults and cannot be returned.
- Items damaged, altered, or abused after delivery to the customer cannot be returned.
- Delivery, labor and/or installation fees cannot be refunded.
- If you return an item for exchange, the replacement merchandise that you receive cannot be refunded, it is only eligible for exchange.

DAMAGE REPORTING REQUIREMENT FOR DELIVERED ITEMS

- **You must report any visible damage to delivered items within 72 hours of delivery to be eligible for a refund or exchange.** If delivered items with visible damages are reported within this time frame, the refund or exchange will not be accepted. To report visible damage and obtain the required claim number, call (Laramie 307-343-3450)(Sheridan 307-674-0660) between the hours of 10:00 AM and 6:00 PM Monday thru Saturday.

RESTOCKING FEES, SPECIAL ORDER CANCELLATION FEE

- To avoid a 20% restocking fee on consumer products, these items must be returned, unused and in the original box, product packaging, accessories, and parts.
- A 20% processing/restocking fee is charged for returned countertop appliances and products.
- Restocking fees do not apply when item(s) is returned as defective or because an incorrect product was delivered.
- Special orders canceled later than 24 hours after purchase are subject to a 20% order cancellation fee.

PICK UP FEE

- Where permitted by law, a pick up fee will be charged for our delivery team to pick up returned appliances. This fee will not apply when the item is returned as defective or because an incorrect product was delivered.



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PROMOTIONAL OFFERS

- In the event of a return of items purchased in connection with a gift or award card promotion, all or a portion of the card amount may be deducted from any refund or exchange (please note that certain Award Cards may have a date on which they expire, which will be indicated on the face of the card). When returning items in which a free or bonus item was also provided as part of the purchase, the value of the free or bonus item may be deducted from any refund or exchange, unless the free or bonus items is also returned unused. When making a purchase as part of a multiple-buy discount (for example, "buy one get one free") the value of the discount will be prorated among all items that are part of the multiple buy. If some but not all of the items that are part of the multiple buy are returned, the refund or exchange amount will be the amount paid for the items returned less the prorated discount. Refunds and exchanges may also be reduced if a discount was given at the time of the purchase conditioned upon a bundled purchase, and some but not all of the items that we part of the offer are returned. Where appropriate, refunds will be issued in the same form as the original method of payment. Returns with a gift receipt will either be exchanged or refined in the form of a gift card. It may be necessary to ask for identification in connection with a refund or exchange. We reserve the right to limit or decline a refund or exchange.

REFUNDS AND EXCHANGES WILL NOT BE GIVEN WITHOUT THE ORIGINAL RECEIPT

- In addition to the Lap Pacific Enterprises, LLC d.b.a. Appliance MAX Return and Exchange Policy, Whirlpool, Maytag, ZLINE, KitchenAid, Amana, LG, Samsung, GE Appliances, Cafe, Thermador, SpeedQueen, etc. may be covered by product-specific warranties. For brand specific warranties or manufacturer warranties, please refer to the manufacturer and/or brand and/or parent manufacturer for details, service, replacement, exchanges, damage, incorrect product, malfunctions, manufacturer recalls, etc.