



## **Okinawa Store Policies**

### **Shop Return Policy**

Exchanges and returns are accepted with a sales receipt within 30 days of original purchase.

Purchases made can be exchanged or a shop credit will be issued.

All sales are final on dated and discontinued merchandise.

Defective items will be replaced at no charge.

### **Special Order Policy**

All special orders must be pre-paid.

For all on-island orders: Items must be picked up at the store within 2 weeks or items will be sold to other customers.

### **Check Policy**

Checks must have current information on them and include a phone number.

There will be a \$25 charge for all returned checks.

### **Internal Policies (Currently under review.)**

Requests for mobile stores must be submitted no later than three weeks prior to date of the event. A minimum participation of 50 members is required at the event to be visited. Store management has the right to deny future requests for events that do not meet these requirements.

All purchases to Program and Training will incur a 5% shipping fee. Purchases of books will incur a 10% shipping fee.

**Thank you for your patronage and understanding.**