



## VACUITY TECH CORP

### RETURNS AND REFUND POLICY

Last updated: March 26, 2021

Vacuity follows the federal and state laws for returns and refunds. Any and all refunds must be authorized by an officer of the company. Due to our clientele we attempt to be as fair as possible. A brief summary of federal and state laws follows:

#### **Customer Returns and Refunds Under Federal Law**

Usually, sellers are required to accept returns only if the sold good is defective or if they otherwise break the sales contract. Federal law also provides a “Cooling-Off Rule” giving buyers three days to cancel purchases of \$25 or more. Under this rule, the right to cancel for a full refund extends until midnight of the third business day after the sale. The rule applies to sales at the buyer's home or workplace, at facilities rented by the seller on a temporary basis, or at locations otherwise away from the seller's normal retail location.

#### **Customer Returns and Refunds Under State Law**

Alabama	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Alaska	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Arizona	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Arkansas	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
California	Retailers are required to clearly post their refund policy unless they offer a full cash refund, exchange, or store credit within seven days of the purchase date. Retailers failing this requirement are required to accept full refunds within 30 days of purchase.
Colorado	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Connecticut	Each retailer may set its own refund policy, which must be conspicuously disclosed at the time of sale. If the policy isn't properly disclosed, or if the retailer doesn't have a refund policy, a buyer may return purchased goods for a refund.

Delaware	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
District of Columbia	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Florida	Retailers that don't offer refunds must clearly display this fact at the place of sale. Failing this requirement, customers may return goods for a full refund within 20 days of purchase.
Georgia	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Hawaii	Each retailer may set its own refund policy, which must be conspicuously disclosed at the time of sale. If the policy isn't properly disclosed, merchants are required to provide refund.
Idaho	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Illinois	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Indiana	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Iowa	There's no right to cancel contracts or purchase agreements. If retailers don't accept returns they must disclose it.
Kansas	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Kentucky	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Louisiana	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Maine	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Maryland	Retailers must post their return policies on the wall, on the merchandise, or on the receipt. If the policy isn't posted, the retailer must accept returned merchandise within a reasonable time.
Massachusetts	A seller's refund, return, or cancellation policy must be disclosed to the buyer clearly and conspicuously before the transaction is completed. This is usually done by means of a sign at the point of purchase. Goods may be returned within a reasonable period of time if no return policy was disclosed.

Michigan	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Minnesota	A seller must clearly and conspicuously display written notice of its policy in boldface type of a minimum size of 14 points. If a seller fails this requirement, cash refunds are required of goods that are acceptable for return.
Mississippi	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Missouri	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Montana	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Nebraska	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Nevada	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
New Hampshire	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
New Jersey	Merchants must conspicuously post their refund policies. Businesses with no posted refund policies are liable to the buyer, for up to 20 days from purchase, for a cash refund or a credit.
New Mexico	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
New York	A store is legally required to post its refund policy. If the store doesn't post any return policy, the law requires the store to accept returns within 30 days of purchase.
North Carolina	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
North Dakota	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Ohio	A merchant isn't required to have a specific refund policy, but if it does have a refund policy, the policy must be clearly and conspicuously posted. If a merchant doesn't have a refund policy posted, the consumer is entitled to a refund.
Oklahoma	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.

Oregon	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Pennsylvania	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Rhode Island	Unless a customer has been clearly informed by a poster or other appropriate notice placed at the point of display or at the cash register or at the store entrance that all sales are final and that goods aren't returnable, a customer who has paid for an item can return the item within ten business days from the date of purchase.
South Carolina	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
South Dakota	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Tennessee	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Texas	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Utah	If seller has a non-refund, exchange, or credit policy, the policy must be clearly indicated by a sign posted at the point of display, the point of sale, or the store entrance. If the seller fails this requirement, the customer is entitled to a return.
Vermont	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Virginia	A merchant must notify its customers of its return policy by a sign attached to the goods or placed in a conspicuous public area of the merchant's premises. A merchant is exempt from this requirement if it provides a cash or credit refund within 20 days or more of purchase.
Washington	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
West Virginia	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Wisconsin	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.
Wyoming	There's no right to cancel contracts or purchase agreements. Whether you can receive a refund is dependent on the retailer's return and refund policies.