

The Skater's Edge Boutique, LLC Store Policies

Revised December 28, 2017

Effective January 5, 2018

Returns/Exchanges

Tights

Non-returnable once opened. Exchanges for a different pair or store credit will be honored within 14 days of purchase with an unopened package and original receipt. No exchanges or refunds after 14 days.

All sales final on clearance/sale apparel.

Apparel – dresses, pants/leggings, jackets, shirts, leg warmers, scarves, gloves, etc.

Returns with an Original Receipt: Within 14 days of purchase, Skater's Edge will exchange merchandise or issue a refund in the form of store credit for the returned merchandise, that is not damaged or used in any way, shape, or form. Tags must be on clothing items. All applicable promotions, discounts, offers, free items (as part of a qualifying purchase) and coupons granted at the time of purchase will be prorated and applied to the amount of exchange or credit.

No returns or exchanges without an original receipt.

In the case of special/custom orders The Skater's Edge will defer to and stand by manufacturer/designer policies.

All sales final on clearance/sale apparel.

Accessories –soakers, guards, laces, scrunchies, jewelry, medical supplies, training tools, etc.

Within 14 days of purchase, Skater's Edge will exchange merchandise unopened in its original packaging or issue store credit in the amount of payment for the returned merchandise unopened in its original packaging with original receipt. All applicable promotions, discounts, offers, free items (as part of a qualifying purchase) and coupons granted at the time of purchase will be prorated and applied to the amount of refund or credit.

No returns or exchanges without an original receipt.

All sales final on clearance/sale apparel.

Skates, blades and skate boot+blade sets

All skate sales are final. In order to ensure that your skate will fit and serve you well, no skate sales without a staff fitting. During a fitting if we find that the size or model you are in need of is not part of our inventory, we can place an order. Orders will not be placed until a fitting by our staff has occurred and when necessary a deposit has been paid. Deposits will be 50% of the skate/blade price and will include our \$30 fitting/sizing fee. If for some reason a customer is not satisfied with the skate we have ordered the deposit will be refunded less the shipping cost and when necessary a 20% stocking fee based on the skate price.

In order to accommodate our growing skaters, skates can be returned for a size exchange within 3 months of original purchase, **if the skater** has outgrown the size. Original receipt is necessary to make this accommodation. A second fitting will take place to determine whether this is the case. The price of the old skate will then be prorated towards the price of the new skates at staff discretion.

All sales final on custom orders and discounted/clearance skates.

All Purchases

Returned checks: You may be charged electronically or otherwise for the amount of any returned check and any related or incidental fees and costs that may be charged by us, service providers, debit collectors, and/or banks involved in processing the returned check and securing payment and fees.

Supplemental Payment & Return Policies – Other payment and return policies may supplement this policy on the terms displayed.

Gift Cards/Certificates: Gift cards may not be redeemed for cash. TERMS & CONDITIONS APPLY TO GIFT CARDS.

Price Adjustments: Within 14 days of the original purchase a one-time price adjustment will be honored when an original receipt is presented.

Discounts:

Coaches/Professional Skaters, Synchro Teams, Armed Services Veterans, and Senior Citizens are eligible for a 10% discount off of their total purchase. Proper documentation may be asked for at time of purchase.

Family discount for families of multiple skaters coming soon!

We will honor all non-profit / 501(c)3 organizations with proper documentation presented at time of purchase.

Service Shop Policies

Skates to be sharpened and/or serviced will be treated with the utmost care. Customers will make arrangements within our schedule to pick up skates after they are serviced at the time of drop off. In the case of sharpening a \$5 rust removal charge may or may not apply for additional service. All skates will be examined at the time of drop off. \$5 additional charge may apply for same-day services. We will never provide a service that is not agreed upon at time of drop off. If issues arise during the service we will try to contact you. Please call ahead so we can be sure to devote our time and skills especially to you.

For new skate sets or boot+blade sets purchased from TSE, the first skate sharpening is free of charge. We will make every effort to be able to sharpen the skates the same day of your fitting, but it may not always be possible that you can leave with your new skates. Also, snosealing, blade mounting and heat molding are free of charge when applicable. Comfort adjustments (bump/stretching) is free of charge for the first month (30 days) after purchase for skaters who have purchased skate sets or boot+blade sets from TSE.

While we cannot provide refunds for sharpening and repair services due to time, labor, and materials invested we will redo or adjust services until you are as proud of our work as we are.

Fittings/sizings are also considered a specialty service. Please call ahead to make a fitting appointment. The person who will wear the skates must be present at the time of this appointment. If at the time of your fitting you choose not to purchase skates at that time, our \$30 fitting fee will apply. This fee will be deducted from the cost of your skate should you choose to purchase skates within 14 days of your fitting, or applied to your deposit if we need to order your skates.

*Ask a store associate for a written copy of this policy.

**Policies is subject to change at any time without warning.