

I JUST LOVE SAVING MONEY! DON'T YOU?

# BOB'S DISCOUNT FURNITURE

Master Card \$63.98

95\*\*\*\*\*4197

Date 03/03/2021 Time 12:04:00

Merchant ID 496206654881

Ref # 062501043441

Approval Code REFUND

I agree to pay the amount above according to card issuer agreement.

Cardholder Signature

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Merchant Copy

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3 MILL CREEK DRIVE  
SECAUCUS  
(201)643-1370  
[www.mybobs.com](http://www.mybobs.com)

NJ 07094

CREDIT MEMO REQUEST: 63840221  
Customer #: 9481744

Sold To : WENDELL ANDERSON  
46 ASTOR PLACE  
JERSEY CIT NJ 07304  
CELL PHONE: (201)206-8285  
ALTERNATE PHONE: ( ) -

Sales Associate(s): VICTOR F.  
BECKY B.

Ship To: VERONICA ANDERSON  
50 CANAL CIRCLE 201  
JERSEY CITY NJ 07304  
CELL PHONE: (201)301-4092  
ALTERNATE PHONE: (201)301-4092

Article	Description	Goof Proof	Purchase Date	Quantity	Unit Price	Ext. Price	Delivery	Delivery Date
19700024	POST PGI DELIVERY PRICE ADJUSTMENT		03/03/2021	1	60.00	60.00	Take With	

\*\*\*\*\*SPECIAL INSTRUCTIONS\*\*\*\*\*

Customer to pick up from SECAUCUS, NJ  
Order to be paid in full prior to pick up.

undefined

Sub-Total 60.00  
Tax 3.98  
Total 63.98  
Master Card 63.98  
Balance 0.00

Thank you, VICTOR

The merchandise you have ordered is promised for pick-up or delivery to you on or before

If the merchandise ordered by you is not available for pick-up or delivery by the promised delivery date, Bob's Discount Furniture must offer you the choice of (1) cancelling your order with a prompt, full refund of any payments you have made, or (2) accepting merchandise at a specific later date.

I acknowledge that the information on the above page(s) is accurate and that I have read and agree to the sale terms on the following page. Customer Signature \_\_\_\_\_

For service after delivery please call Bob's Customer Care line at (860)474-1000

The information contained on the subsequent pages of this document is an integral part of the agreement between the buyer and the seller.

## CANCELLATIONS, RETURNS AND REFUNDS...

*It's the Bob's Way to be open, honest and clear!* So here's our clear & simple refund and return policy...

- You may cancel your order for a full refund at any time up until the day of delivery or pickup.
  - Standard shipping (FedEx/UPS) item(s) including orders shipped directly from our factories may be cancelled for a full refund at any time up until the item(s) ships.
- Once you accept your furniture it cannot be returned with a few exceptions...
  - **Unserviceable Factory Defects within 1 Year**
    - § If an item has an unserviceable factory defect it will be replaced.
  - **Accessory Items**
    - § Accessories may be returned for a full refund within 3 days of receipt provided they are in like-new condition. Accessories include but are not limited to: rugs, lamps, bed protectors, pillows and pillow protectors.
  - **Standard Shipping (FedEx/UPS) – Including orders shipped directly from our factories**
    - § Merchandise that was shipped via FedEx/UPS may be returned for a full refund within 3 days of receipt minus the cost of return shipping.
  - **Mattress Satisfaction Guarantee**
    - § We want you to be thrilled with its comfort! It's common to experience an adjustment period with your new mattress. If you're not happy after you've slept on it for 30 days then give us a shout...
    - § You may arrange for a one time re-selection of the mattress only within 90 days of the original receipt date. We will charge or credit you for any difference in cost between the original and the re-selected mattress and you will be responsible for the delivery cost to exchange the mattresses. Foundations and adjustable bases are non-refundable, non-returnable, or exchangeable.
    - § You may return your mattress within 90 days of the original receipt date and we will refund the purchase price minus the original delivery fee.

For any refund, except as otherwise noted, we will credit the same credit card account on which you charged the original transaction, or we will mail you a refund check from our Home Office within ten (10) business days if you made your payment by cash, check, traveler's check, or money order. We can only issue checks to the person(s) listed as the sold to party on the original sales order.

This section does not void your rights under any state law in the event of a late or nonconforming delivery.

## WE'RE DELIVERING YOUR FURNITURE...

You're excited to receive your brand spankin' new furniture...

- **Did you select BOBTastic White Glove Delivery?** Delivery to your room exactly where you want it, unpacking, assembly, trash removal, and the delivery team will even haul away your old mattress if you bought a new one as long as it's safe and sanitary to do so.
- **Did you select BOBTastic Threshold Delivery?** Delivery right inside the front door of your house, apartment or condo building, left in the box or packaging, unassembled.
- **Safety first....** Please clear a path including your entranceways, driveways, walkways, and sidewalks. The delivery team cannot move or remove your old furniture.
- **Adults only please...** Please have someone 18+ at your home to receive and sign for your furniture.
- **When will it arrive?** Our delivery tracking system will call or text you to confirm your delivery 2 days before your scheduled delivery date. You'll also receive an update on the day of delivery. In addition you can track your delivery at [mybobs.com/delivery-tracker](http://mybobs.com/delivery-tracker).

## YOU'RE PICKING UP YOUR FURNITURE...

You may pick up your furniture at many of our distribution centers and stores. Visit [mybobs.com/stores/pickups](http://mybobs.com/stores/pickups) for locations and hours and call your local store to arrange a specific pickup date. Please bring an ID as well as any rope and padding that may be necessary to secure your purchase. We'll help load your furniture but we're not allowed to tie it down for you. Please inspect your furniture before you leave. We can't be responsible for damage once your furniture is loaded.

## LIMITED WARRANTY AND PRODUCT SERVICE POLICY...

- All furniture that is purchased at our regular price is guaranteed to be free from factory defects for 1 year to the original purchaser within our normal delivery area. Mattresses and motion furniture may carry additional factory guarantees.
  - **Call Bob's Customer Care Department** at (860) 474-1000 to report a factory defect. Hours are Mon - Sat from 8:00am - 10:00pm & Sunday from 10:30am - 7:00pm EST.
  - We'll schedule a service technician to come service your furniture in your home at no cost to you if the furniture falls within the 1 year guarantee period. We will provide service only for products located in the United States.
  - Service within the United States is available for a fee if you have a need beyond the 1 year guarantee period.
  - Bob's specifically disclaims any liability for damages or injuries that result from failure to follow assembly instructions.
  - In addition to your specific legal rights under this limited warranty, you may have other rights which vary from state to state.
- Merchandise purchased from our Bob's Outlet that is not brand new/factory fresh is sold "As-Is" and is excluded from this limited warranty and service policy. There is no exchange, warranty (express or implied) refund, return or service for such items. You assume all risk as to the quality and performance of such items. You also assume the entire cost of all servicing and repair should such item prove defective following your purchase.
- Our products are not guaranteed against normal wear and tear, abuse or neglect or from damage resulting from improper use, care, or storage.

## GOOF PROOF PROTECTION...

Bob's Goof Proof is the best way to protect your investment from a wide variety of **accidents** for 5 years... If you purchased a Goof Proof Protection Plan and accidentally stain or damage your furniture then please report the mishap within 30 days of the accident. Call **Guardian** at (800) 538-9500 to report **accidental** stains or damage to your **furniture**. Call **PureCare** at (800) 758-8563 to report **accidental** stains or damage to your **mattress**. **Complete Goof Proof Plan Terms and Conditions** can be accessed at the [www.mybobs.com](http://www.mybobs.com) home page by clicking the Bob's Goof Proof Plan link under Customer Care on the bottom left of the page.

## PROTECTING YOUR PRIVACY...

We request contact information such as telephone numbers and email addresses in order to service you better and provide information about Bob's. Participation is completely voluntary. We'll only use your contact information to communicate information directly related to Bob's Discount Furniture, your Bob's Card and your Goof Proof Plan. By providing your telephone number to Bob's Discount Furniture, you expressly consent to using an automatic telephone dialing system and prerecorded voice or text messaging to contact you regarding delivery, for quality assurance purposes, and for any other purpose. Relax and rest assured that your contact information will only be used by Bob's Discount Furniture, its affiliates and our designated Bob's Card and Goof Proof Plan providers. We will not share this information with any other third party organizations. We respect your privacy here at Bob's Discount Furniture! For more details please visit [www.mybobs.com/privacy-policy](http://www.mybobs.com/privacy-policy).

## RESOLUTION OF DISPUTES:

Any controversy or claim between you and Bob's arising out of, or relating to, this agreement or any products or services purchased from Bob's shall be resolved by arbitration administered by the American Arbitration Association pursuant to its Consumer Arbitration Rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. You agree to waive your right to have a judge or jury decide your claim. You and Bob's further agree to bring any claim on an individual basis only. Neither you nor Bob's will serve as a class representative, join as a class member, or otherwise participate as a plaintiff in any class, mass, consolidated, or private attorney general action or arbitration.