

MERCY CO-WORKER STORE RETURN/EXCHANGE POLICY*

The Coworker Store appreciates your business and wants you to be completely satisfied with the items you ordered. If you need to return or exchange an item, please see our policy below.

- For assistance with the return/exchange process please contact the Online Coworker Store via email Mercy_Online_Store@mercy.net or phone 417.820.7502.
- Items for return or exchange must be made within 30 days of the shipped date on the web order receipt.
- We can only accept items that are returned in like-new condition. We cannot accept worn, washed or used items, except in the event of a faulty or defective product.
- Attraction and event tickets are nonrefundable
- There are no refunds on dated event tickets or attraction tickets after their season closes.
- Gift cards cannot be returned nor exchanged.
- Co-workers are responsible for additional charges when exchanging for a more expensive item. A credit will be processed when exchanging for a less expensive item.
- Credits will be issued in the same payment type as made for the purchase.

MERCY COWORKER STORE LOST ORDERS*

Mercy makes every effort to deliver your order with care and in a timely manner. If it has been more than 10 business days since your order date and it has not been received, please contact the Online Coworker Store at 417.820.7502. Have your order number, coworker and department information ready. The Coworker Store cannot be liable for any orders showing "Received" at the correct delivery location/department. Replacement of lost orders or issuance of credits will be at the discretion of the Manager of the Coworker Store.

**These policies do not apply to M-Wear apparel. For information on returning/exchanging M-Wear products please call (866)947-8128.*