

# Old Mule Hay & Feed Customer Policy



## Grain

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All grain sales are eligible for return within 7 days from the purchase date. A receipt or proof of purchase is mandatory.

To be eligible for return, the item must be in the same condition it was received in. Bags must not be open, torn, dusty, water damaged, or kept in the elements.

## Round Bales

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All round bale sales are final. Old Mule Hay & Feed is not responsible for foreign objects in hay. This includes, weeds, sticks, trash, dead animals, or any other foreign material.

## Square Bales

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All large and small square bales are eligible for return within 7 days from the purchase date. There is a 10% restocking fee accompanied with all square bale returns. If customer hires Old Mule to pick up hay, travel expenses will be applied.

## Delivery

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Old Mule Hay & Feed has a mandatory \$2/ loaded mile delivery fee, as well as a \$20 hourly rate per employee for unloading. Old Mule Hay & Feed as well as employees are not liable for any damages to hay or property that may occur at the time of unloading.

All hay deliveries must be approved before unloading. If customer is not present at the time of delivery, the load will automatically be considered approved. If load is rejected, refund or replacement is available.

## Payment

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Payment is required at the time of delivery or pickup unless otherwise arranged. If payment is failed to be collected prior to time of delivery, the load will be canceled.

Old Mule Hay & Feed has a cash discount incentive of 4%. All goods and services are priced for cash payment. Purchases made with credit card will receive a small non-cash adjustment, which will be displayed on receipt.