

## **Jordan's Furniture Underprice™ Guarantee**

The Jordan's Furniture Underprice™ Guarantee (the "Guarantee") is subject to the following terms and conditions.

1. Jordan's Furniture, Inc. ("Jordan's") is the guarantor. If a customer ("Customer") purchases a furniture or mattress item from Jordan's and, within thirty (30) days after receiving the merchandise from Jordan's, finds the Identical Merchandise in stock and (as defined below) advertised at a lower price by a Local Retailer (as defined below) under the same terms and conditions, then Jordan's will refund to the Customer an amount equal to two times the difference between the Jordan's price and the Local Retailer's advertised price (the "Refund Amount"). The Guarantee is a limited guarantee with respect to the price of Jordan's merchandise and is not a guarantee with respect to any other features or characteristics of such merchandise.
2. "Local Retailer" means a physical store outlet open to the general public within Jordan's normal delivery area (as shown on the Jordan's website at [www.jordans.com](http://www.jordans.com) as of the date of Customer's purchase from Jordan's) and in which furniture and/or mattresses are available for purchase by the general public.
3. "Identical Merchandise" means the exact same item and model made by the same manufacturer with the same patterns, materials, colors, finishes, warranty and other features.
4. The Guarantee is valid on products purchased from any Jordan's Furniture store and Customer has accepted delivery. Guarantee does not include product purchased at Jordan's Colossal Clearance Center and Furniture Factory Outlets.
5. The Guarantee applies only to merchandise that has been advertised by a Local Retailer to the general public in TV, Radio, Direct Mail, Newspaper, or Internet advertising. The Guarantee does not apply to floor samples, clearance items, gifts-with-purchase, items not in stock, merchandise sold through membership clubs, going-out-of-business sales, or unauthorized channels. Price of merchandise does not include delivery costs or add-ons such as insurance, service plans, fabric care, wood care, and extended warranties.
6. Jordan's reserves the right to modify, suspend, or terminate the Guarantee program at anytime without notice; provided, however, that Jordan's will honor the Guarantee on any purchases made by Customer on or before the last day of the Guarantee program.
7. Customer shall submit claims under the Guarantee (each a "Claim") in the following manner: (a) Customer must present originals or legible photocopies of the print advertisement, including date of publication and/or postmark, from the Local Retailer and Customer's sales receipt from Jordan's (in the case of TV or Radio advertisements, Customer must provide the name of the Local Retailer, the channel or station, and the date and time of the advertisement); (b) Customer's Claim must be received by Jordan's no later than sixty (60) days after Customer received the relevant merchandise from Jordan's; (c) Customer may submit a Claim either in person at any Jordan's store or by mailing the required information to Jordan's at Jordan's Furniture, Inc., 450 Revolutionary Drive, East Taunton, MA 02718, Attn: Underprice Guarantee Claims.
8. Jordan's will issue a refund check within twenty (20) business days after receiving a valid and eligible Claim. Checks will be mailed to Customer's address as it appears in Jordan's customer sales order receipt or to an alternate address specified by Customer at the time the Claim is submitted. Jordan's is not responsible for lost or delayed mail. Should customer return merchandise after a claim has been submitted and paid by Jordan's, Jordan's will reduce credit or refund for item(s) being returned by the amount of Claim. (Customer's refund will be net of refunds already paid).
9. The Guarantee is void where prohibited by law.

Effective August 27, 2008