



Uncle Lem's Price Match Guarantee

We've got you covered!

We'll match the product prices of key online and local competitors.

Special Considerations:

- At the time of sale, we price match all local retail competitors (including their online prices) and we price match products shipped from and sold by major online retailers. The item being price matched must be identical; for instance, same size and color option must be available online or at a local competitor. If a shipping cost is to be incurred, that will be added to the price as well.
- We match UncleLems.com prices on in-store purchases and in-store prices on UncleLems.com purchases.
- If we lower our in-store or online price during the return and exchange period, we will match our lower price, upon request.
- Our Price Match Guarantee covers new items (excludes clearance items and refurbished or preowned items). One price match per identical item, per customer, at the current pre-tax price available to all customers is allowed.
- Uncle Lem's is obligated to honor vendor pricing policies, when in effect, and cannot price match if vendor pricing policies are broken without authorization.

Our Price Match Guarantee does not cover:

- A different product; for instance, the size and color of the item to be price matched need to match the Uncle Lem's product exactly.
- Products shipped from or sold by third-party sellers on websites; or we will consider it but shipping costs will be assessed.
- Pricing only available to select groups of customers including loyalty offers, discounts relating to non-warehouse membership, etc.
- Competitors' service prices, and special daily or hourly sales, and going out of business sales.
- Any financing offers, bundle offers, items included in bundle offers, free items, pricing errors, mail-in offers, coupon offers, items that are advertised as limited quantity, out of stock items, clearance items, open-box items, refurbished items, pre-owned items, gift card offers, or items included in gift card offers.
- Items for sale Thanksgiving Day through the Monday after Thanksgiving, whether offered by Uncle Lem's or a competitor.

Frequently Asked Questions

How do I request a price match from an Uncle Lem's retail store?

When making a purchase, or during the return and exchange period, please talk to a Sales Associate for help with your price match request. Please tell us about the lower price that is still in effect that you want the Uncle Lem's retail store to price match. Uncle Lem's will then review and verify the price match request on an Uncle Lem's device. Should the Sales Associate require Management approval, you can purchase the item and be refunded the difference upon approval.

How do I request a price match from UncleLems.com?

When making a purchase, or during the return and exchange period, price match requests from UncleLems.com are handled via email at info@unclelems.com – and the email **subject** must read “**PRICE MATCH REQUEST**”. Please tell us about the lower price that is still in effect that you want Uncle Lem's to price match. Uncle Lem's will then review and verify the price match request on an Uncle Lem's device and contact you.

UncleLems.com price match requests cannot be completed in our stores. Shipping/delivery charges will not be included in the price comparison. Purchases from a Smartphone application/website, UncleLems.com orders with store pickup, and orders from the kiosk inside an Uncle Lem's store are considered UncleLems.com purchases for purposes of the Price Match Guarantee. A price match request after a purchase from UncleLems.com can be requested either by the person to whom the product was shipped, or by the person who was billed for the purchase.

What is considered a local retail competitor?

A local retail competitor for retail store purchases is a retail store authorized by a vendor to sell a new, factory-sealed product with a warranty and is located in the same market area (within a 25-mile radius) of your local Uncle Lem's store. A local retail competitor for UncleLems.com purchases is a retail store authorized by a vendor to sell a new, factory-sealed product with a warranty and is located in the same market area (within a 25-mile radius) as either the billing address or the shipping address on record for the purchase.

How do I show "proof" of price?

The best way to show proof of price is to bring in the competitor's current ad or notify us of the website address of the designated major online retailer. We may call the competitor's retail store or check the website address of the designated major online retailer on an Uncle Lem's device to verify the lower price and availability of the item.

Does Uncle Lem's match the prices of a Warehouse club?

Yes. We do match the prices of Warehouse clubs as long as the Warehouse club is a local retail competitor, has an identical immediately available product and all other price match criteria are met.

Does Uncle Lem's match the price if it results in a price being below Uncle Lem's cost on a product?

Yes. So long as the price match requested is on an identical immediately available product and all other price match criteria are met.

What if the competitor does not have the item in stock or has limited quantities of the product?

Sometimes a qualifying competitor will advertise a product in ads and on its website as having limited quantities in stock. If the item is out of stock or the competitor has advertised as limited quantities of an item, it is not eligible for price matching. Likewise, if Uncle Lem's has a product that is advertised as being limited in quantity it will not be eligible for price matching.

Does Uncle Lem's price match "free gift with purchase" offers?

No. Uncle Lem's does not price match "free gift with purchase" orders. This includes free gift card with purchase offers.

Does Uncle Lem's price match offers with financing?

Uncle Lem's does not match competitors' financing offers, or financing offers that differ between our stores and UncleLems.com. But you can buy a product, get a price match, and still use our low or no interest financing plans on your original purchase. Uncle Lem's also does not price match to a competitor's price that can only be received when using the competitor's credit card.

Does Uncle Lem's match competitors' trade-in value and offers on trade-in products?

No. Uncle Lem's does not match our competitors' trade-in value and offers on trade-in products.

How does the Price Match Guarantee apply to coupons?

Uncle Lem's does accept competitors' coupons. However, customers can either use a coupon or price match to a lower price, but not both. Uncle Lem's does not allow a coupon to be used on a product that has a price match.

How does the Price Match Guarantee apply to sales tax?

Uncle Lem's matches the pre-tax price. We do not take sales tax into consideration for price match purposes. We will not override sales tax to match a competitor's price.

Uncle Lem's may run tests of the Price Match Guarantee in select locations and may amend these terms at any time.

Effective Date: May 17, 2018