



DAMAGE POLICY:

Items Damaged upon Receipt

U.S. AND INTERNATIONAL:

Open and inspect your order within 3 days of receipt of the shipment.

IF, UPON RECEIPT, YOU FIND THE PRODUCT TO BE DAMAGED OR NOT IN GOOD WORKING CONDITION, PLEASE CALL OUR RECIPIENT CONTACT CENTER TO SPEAK TO A REPRESENTATIVE.

Depending upon the damage we will either replace the damaged parts or issue a return shipping label and replace the product completely.

This policy excludes items damaged due to normal wear and tear, or damage due to improper use of item.

HALO Recipient Contact Center: US & Canada: 1.800.999.3462 | International: help_global@halo.com

RETURNS & EXCHANGE POLICY:

GIFTS DELIVERED IN THE U.S. AND CANADA:

If you would like to exchange your original order for an alternate item, call the Recipient Contact Center within 90 days of receipt.

- Certain exclusions apply: all Apple products, personal computers, tablets, special orders, travel packages, and items that have been personalized or bear a company logo. Watches may only be exchanged if they have not been worn or engraved. Please note that gas-powered items like lawn tools that have been fueled can **only** be repaired and not replaced.

Gifts must be returned in their original packaging. If the item has been assembled in any way, disassemble and re-pack as it was received before returning.

Items may be returned within 90 days of original receipt for redemption credit to be used at a later date.

Items received in excess of 90 days are ineligible for exchange.

Contact the HALO Recipient Contact Center for specific policies regarding your gift.

HALO Recipient Contact Center: US & Canada: 1.800.999.3462 | International: help_global@halo.com

GIFTS DELIVERED IN THE U.K.:

If you would like to exchange your original order for an alternate item, please contact the Recipient Contact Center within 90 days of receipt. Certain exclusions apply: all Apple Products, personal computers, tablets, special orders, travel packages, earrings for pierced ears, and items that have been personalized or bear a





company logo. Watches may only be exchanged if they have not been worn or engraved. Gifts must be returned unopened, unused and in their original packaging.

Shipping the gift back to HALO is the responsibility of the recipient.

GIFTS DELIVERED OUTSIDE OF THE U.S., U.K. AND CANADA:

- **Gifts delivered to recipients outside of the U.S., Canada and the U.K.** may be shipped directly from our in-country distribution partners.
- Non-damaged items delivered by our in-country distribution partners cannot be returned or exchanged.

HALO Recipient Contact Center: US & Canada: 1.800.999.3462 | International: help_global@halo.com

WARRANTY POLICY:

GIFTS DELIVERED IN THE U.S. AND CANADA:

Jewelry/Watches

- All jewelry carries a limited lifetime warranty against manufacturer defects, except on custom ordered products. This policy excludes normal wear and tear or damage due to improper use of item.
- Rings can be returned for resizing at no charge up to one year of original receipt.
- Watches carry a 5-year limited warranty on the clockworks only, not including wearable parts like the band.
- Merchandise that is damaged or altered by a jeweler other than HALO will void the warranty and cannot be returned.
- Items in need of repair due to normal wear and tear or improper use of item, can be facilitated by HALO at the customer's cost.
- Personalized/customized product is non-returnable

All Other Products: Five-Year Warranty

If an item requires servicing due to manufacturer defect under ordinary consumer use within five years from the original date of receipt, we will at our option, either: replace the defective parts; repair the product it is if repairable; replace with a like product; or if a "like" product is no longer available, allow the selection of a similarly valued gift.

Repairable items will either be serviced by a local authorized dealer or packaged and shipped back to HALO for repair.

Depending on the item, some supplier specific policies will apply for repair/replacement.

Contact the HALO Recipient Contact Center for specific policies regarding your gift.

HALO Recipient Contact Center: US & Canada: 1.800.999.3462 | International: help_global@halo.com

GIFTS DELIVERED IN THE U.K.:

If an item requires servicing due to manufacturer defect under ordinary consumer use within five years from the original date of receipt, we will at our option, either replace the defective parts, repair the product if





repairable, replace with a like product, or if a “like” product is no longer available, allow the selection of a similarly valued gift.

Repairable items will either need to be taken to a local authorized dealer or packaged and shipped back to HALO for repair. The recipient is responsible for shipping the gift back to HALO.

Depending on the item, some supplier specific policies will apply for repair/replacement.

Contact the HALO Recipient Contact Center for specific policies regarding your gift.

HALO Recipient Contact Center: US & Canada: 1.800.999.3462 | International: help_global@halo.com

GIFTS DELIVERED OUTSIDE OF THE U.S. U.K. AND CANADA:

Gifts delivered to recipients outside of the U.S., Canada and the U.K. are shipped directly from our in-country distribution partners and are subject to the manufacturer’s warranty where applicable.

GIFT CARDS:

DELIVERED TO RECIPIENTS IN THE U.S. AND UK:

Merchant gift cards, prepaid debit cards, and other instantaneous or cash-like rewards cannot be returned or cancelled.

Prepaid Debit Cards:

- **Cardholder Customer Service**
 - Debit cardholders may contact the provider's Customer Service directly through the methods outlined on the card and/or card carrier.
- **Card Account Information**
 - Debit cardholders may locate account, transaction history, and card balance information from the provider through the methods outlined on the card and/or card carrier.
- **Non-Received Cards**
 - All non-received card inquiries should be directed to HALO's Customer Service team. A new card will be reissued once confirmed the issued card has not been activated or used.
- **Lost and Stolen Card Policy**
 - All lost/stolen card inquiries must be handled directly by the cardholder through the methods outlined by the card provider. Replacement cards may incur a fee to the cardholder.
- **Card Amount and Expiration Issues**
 - If the amount on the card or the expiration date is incorrect, contact HALO's Customer Service team.
- **Card Usage**
 - Virtual prepaid debit cards are limited to online and phone use only. Physical prepaid debit cards may be used online, and in-store. Full terms and conditions are available from the provider through the methods outlined on the card and/or card carrier.

These policies are published on the gift redemption site of your employer's recognition program. Should any conflict arise between the printed version of these policies and the US English version published online, the latter shall prevail.

