

Expectation	Our goal is to provide customers with a well merchandised store, filled with a rapidly changing assortment of brand names and merchandise. We deliver great value to our customers through the combination of brand, fashion, price, and quality.
Guidelines	<p>Our hold policy supports our commitment to offering the best merchandise mix at all times. The following guidelines must be followed for all merchandise holds:</p> <ul style="list-style-type: none">• The MOD must approve all holds.• Merchandise on hold must be kept at the designated location at the Front End.• Holds are until the end of the business day.• Holds must have a completed “Hold Tag” attached.• Hold areas will be cleaned out at the end of every day.• No deposit is required to hold merchandise.• Merchandise may be held until the end of the business day for customers who have requested either by phone or while present in store. <p>Associates wishing to buy or hold merchandise must follow these additional requirements:</p> <ul style="list-style-type: none">• Associates cannot hold or purchase merchandise while punched in.• Associate can put merchandise on hold during their lunch or break.• Associate holds must be placed with customer holds.• Merchandise can be held by phone or in person during non-working hours until the end of the business day.• Associate holds during Discount Weekends can be stored in a separate area designated by Management.• Associate holds can be held up to one week before Discount Weekends with Management approval.• Merchandise that has not yet been on the sales floor cannot be held or purchased. <p>Restricted Merchandise:</p> <p>We reserve the right to restrict holds on certain items out of fairness due to a high volume of requests. These restrictions will apply to Associates as well.</p> <ul style="list-style-type: none">• At no time should restricted merchandise notices be posted or signed. All restrictions will be approved and issued by Store Operations only.