

## TRADING CARDS EXCHANGE – STORE POLICY



### Returns/Exchanges

All in store sales of trading cards and collectibles are **final**. Due to market fluctuations and the importance of item condition, **no refunds, returns, or exchanges** will be accepted under any circumstances.

For other items, such as supplies and merch, we have a 14-day return policy, which means you have 14 days after receiving your item to request a return.

To be eligible for a return on eligible items, your item must be in the same condition that you received it, unused, and in its original packaging. You'll also need the receipt or proof of purchase.

### Condition Of Cards

Trading Cards Exchange makes no promises of condition of cards that come out of packs and or buyback. Trading cards can have flaws, dinged corners, whiting, print lines and more. These come out of the pack this way. Cards are handled multiple times by athletes and or manufactures. Buyback products that are not graded can have flaws and we do not guarantee any grade and or condition.

Any manufacturing defects, are the sole responsibility of the manufacturer. Including but not limited to:

- Printing defects

- Centering issues
- Surface defects
- Missing hits or inserts
- Damage within sealed packaging

#### Trading Cards Exchange:

- Does not process manufacturer claims
- Does not guarantee claim outcomes
- Is not responsible for manufacturer determinations

### **Book Values**

At Trading Cards Exchange our staff and partners utilize a variety of sources in determining an "approximate" book value for each of our items. We utilize sources such as: Card Ladder, Sports Card Investor/Market Movers, 130 Point, PSA, eBay, Beckett, Online Sales, and historical auction data when arriving at a "book" value approximation. We do not consider our methods to be the "de facto" standard, but do provide this information to our visitors to serve as a reference point while shopping our inventory.

### **CODE OF CONDUCT**

The Trading Cards Exchange community is designed and built to be a fun and laid back community that is always family friendly encouraging people of all ages to enjoy the hobby no matter how much money is being spent. Please respect this as you visit and remember to treat your fellow collector with the same respect that you would expect in return. Store staff can refuse service to customers who are disruptive, rude, disorderly, verbally harassing or threatening employees and/or other customers, or violating safety rules.

### **Trespassing Policy**

#### **1. Purpose**

This policy is established to protect the safety, security, and business operations of [RJR Collectibles, LLC dba Trading Cards Exchange] by defining when individuals are considered trespassing and outlining enforcement procedures in accordance with New Jersey Trespass Law (N.J.S.A. 2C:18-3).

#### **2. Definition of Trespassing**

An individual may be considered trespassing if they:

- Remain on store premises after being asked to leave by management or staff
- Enter or remain on the property outside of business hours without authorization
- Re-enter the store after being formally banned or issued a trespass notice
- Engage in disruptive, threatening, or unlawful behavior and refuse to leave
- Enter restricted areas (e.g., employee-only zones, storage rooms)

### **3. Right to Refuse Service**

[RJR Collectibles, LLC dba Trading Cards Exchange] reserves the right to refuse service to any individual, provided such refusal does not violate federal or New Jersey anti-discrimination laws.

### **4. Issuance of Trespass Notice**

Store management may issue a **verbal or written trespass warning** to any individual who:

- Disrupts business operations
- Harasses staff or customers
- Damages property or attempts theft
- Violates store policies

A written notice may include:

- Individual's name (if known)
- Date and time of incident
- Reason for trespass warning
- Duration of ban (temporary or permanent)

### **5. Enforcement Procedures**

If an individual refuses to leave after being asked:

1. Staff should avoid confrontation and notify a manager immediately
2. Management may contact local law enforcement
3. Law enforcement may enforce removal under New Jersey trespass laws
4. Repeat offenders may be subject to arrest or additional legal action

### **6. Documentation**

All trespass incidents should be documented and kept on file, including:

- Incident reports
- Surveillance footage (if available)

- Copies of written trespass notices

## **7. Duration of Trespass Ban**

Trespass bans may be:

- **Temporary:** (e.g., 30, 60, 90 days)
- **Indefinite/Permanent:** Based on severity of the incident

Management reserves the right to review and modify bans at its discretion.

## **8. Employee Responsibilities**

Employees must:

- Report incidents immediately to management
- Avoid physical confrontation
- Follow all safety protocols
- Not attempt to detain individuals unless trained and authorized

## **9. Signage**

Clear signage may be posted stating:

“Private Property – Management Reserves the Right to Refuse Service and Remove Individuals for Trespassing.”

## **10. Compliance with Law**

This policy is intended to comply with all applicable New Jersey laws, including but not limited to New Jersey Trespass Law (N.J.S.A. 2C:18-3).

## **In-Store Support**

Walk-in support available during business hours. Expert staff available for personal consultations. Please call ahead to schedule for specialized assistance.

## **Acceptance of Policy**

By using this site, you signify your assent to our Privacy Policy. If you do not agree to the terms of this policy, please do not use this site. We reserve the right, at our discretion, to change, modify, add, or remove portions of this policy at any time. Please check our webpage periodically for changes. Your continued use of our website following the posting of changes to these terms will mean that you accept those changes.