



Key Points for Customers

PHARMACY

- While we do not currently have operating pharmacies in some locations, all pharmacies are scheduled to close.
- In those pharmacies that are currently operational, we will continue to fill your prescriptions until the pharmacy closes.
- We are coordinating or have coordinated a seamless transfer of files to another pharmacy to ensure no disruption to pharmacy services, including access to prescription medication. For more information and to view the Q&A's, please [click here](#).

HBC CREDIT

- There is no change to the HBC MasterCard or HBC Credit Card or where they can be used to pay for purchases.
- The HBC MasterCard and HBC Credit Card can be used at any of our HBC Family of stores: Zellers, The Bay and Home Outfitters. And, if you are an HBC MasterCard holder, you can continue to use your card anywhere MasterCard is accepted worldwide.
- There is no change to your credit balance, where you pay your bill, when your payment is due or the account Terms and Conditions. If you have a question about HBC Credit, please call **1-800-263-2599**.

HBC REWARDS

- HBC's family of stores – Zellers, The Bay and Home Outfitters – continue to award HBC Rewards points to all of our Rewards card holders. There are no plans to discontinue this program. We appreciate your business and thank you for your continued participation in this program.
- You can continue to earn HBC Rewards points at any of the HBC family of stores: Zellers, The Bay and Home Outfitters and redeem online at www.hbc.com/hbc rewards. HBC Rewards can be redeemed at any of the HBC family of stores: Zellers, The Bay and Home Outfitters regardless of where you earned the points.
- Your HBC Rewards balance will not be affected. We encourage our HBC Rewards members to register your information on our HBC Rewards website www.hbc.com/hbc rewards so that you can track your points balance online and be kept informed of additional offers through a monthly e-statement sent directly to your e-mail address.
- If you have a question about HBC Rewards, please call **1-800-844-8131**.

RETURNS & REFUNDS

- Effective October 6, 2012, returns and exchanges are allowed only if you have a receipt.
- Effective January 6th 2013, no returns will be accepted at any Zellers location.
- All sales in liquidation stores are final and therefore cannot be returned or exchanged in any Zellers store. See in store for full details.

PRODUCT WARRANTIES

- Manufacturers' warranties on products are valid and remain intact.
- If you purchased an extended warranty plan up until June 30, 2010, your warranty is with Assurant Solutions Canada and they will continue to service your warranty purchases. If you have a question, please call Assurant Solutions Canada at **1-866-809-8210**.