KLOPP®
INTERNATIONAL, INC.

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Return Policy

Return Procedures:

All exchanges and returns are at the discretion of Klopp International, Inc. and **MUST** have a **Return Merchandise Authorization (RMA) Number.** All returns are subject to a **restocking charge of 20%**, unless due to our error. An RMA number must be obtained within 14 days of receipt of merchandise. **No returns accepted after 14 days.** Merchandise must be undamaged and **returned in new condition in its original packaging**. You may request an RMA number by speaking with a Customer Service Representative who will provide you with any additional information that may be needed and assign your RMA number if approved for return. Klopp International. Inc. reserves the right to determine applicability; custom and made-to-order equipment or supplies may be excluded.

Returning Damaged Merchandise:

It is the customer's/receiver's responsibility to note any damage or possible damage to the shipping box or its contents and report it to the delivery driver upon delivery. **Damaged or missing items must be reported to Klopp International, Inc. within 72 hours of receipt.** DO NOT discard any packaging until you have determined the item is in acceptable condition and does not need to be returned for any reason. It is the responsibility of the shipper to file damage claims with the carrier. It is the customer's/receiver's responsibility to keep the package in the condition it was received and have it available for the carrier to pick up and inspect. Failure to do any of the above may invalidate the claim or delay the claim process, which in turn can invalidate or delay the credit process to your account. Defective merchandise is dealt with based on the manufacturer's warranty.

Shipping Procedures for Returns:

All items must be in their original box and packaging and returned via insured, pre-paid freight to the address specified by the Klopp International Customer Service Representative. We suggest shipping with a carrier that provides proof of delivery, as items lost or damaged in transit cannot be credited back. Your RMA number must be noted on the shipping label so we can associate it with your account. Please do not write the RMA number on the box: **products cannot be accepted if their original boxes are marked, damaged or written on. Shipping charges are nonrefundable**. Klopp International pays return shipping **ONLY** for items shipped to you in error or received damaged.

Orders shipped to addresses outside the United States:

Orders shipped to addresses outside the Continental United States may be assessed a tax or duty by the country accepting the package(s). **Taxes, duties or brokerage fees are to be paid directly by the customer and are not refundable under any circumstances.** Please check with your customs office to make sure you understand all fees that may be assessed on your order.

Receiving Credit for your Return:

After your return has been received and inspected a restocking fee of 20% of the original cost of the item will be charged, unless due to our error. Klopp International reserves the right to determine the value of an item that has been exchanged or returned. Once approved, a credit will be issued less any restocking fees. No credit will be issued on freight, handling charges or special fees.