



## Refund, Exchange, Shipping and Warranty Policies

### **Refund/Exchange Policy**

Kids and Car Safety offers a 30-day money back guarantee on almost every product we offer if the product is defective. Please call customer service at 913-732-2792 in advance to obtain an RMA number (Return Merchandise Authorization) within 30 days of purchase date.

Materials that are discontinued are not eligible for return.

Return merchandise with RMA number to:  
Kids and Car Safety (print RMA number Here)  
17153 W. 170<sup>th</sup> Street  
Olathe, KS 66062

NOTE: Refunds sent with no RMA number will be returned to sender.

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### **Order Cancellation Policy**

Please submit any cancellation request within 24 hours of placing your order via email to [Amber@KidsAndCars.org](mailto:Amber@KidsAndCars.org), with "ORDER CANCELLATION" noted in the subject line or call our business phone at 913-732-2792.

Email cancellations must contain the following: First name, last name, organization name, (if applicable) order number, telephone number and email address.

This information must be identical to the information originally submitted on your order. Please provide contact information so that we may contact you if we have questions in regards to canceling your order.

Every effort will be made to accommodate the cancellation of your order, providing your order has not been charged and/or shipped out.

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### **Shipping Costs**

Customer assumes all costs in shipping to us, and we assume the cost in shipping back to the customer. All replacement products are shipped USPS unless a rush is requested. The cost of such a shipping upgrade is to be paid by the customer prior to shipment.

Additional shipping costs may be charged for sunshade orders as these are large items that do not fit into USPS flat rate boxes. Each sunshade order will be calculated individually.

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### **Warranty Procedure**

We suggest you contact our office first to determine whether the item is indeed defective before returning to our office. Then make an online return merchandise authorization (RMA) request. See Return Policy for more details.

**30-Day Warranty** All products (unless specifically stated otherwise), carry an implied, industry-standard 30-Day warranty against defects due to manufacturing. Warranty does not include any use of the product that does not fall into the designed use of the product as intended by the manufacturer.

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### **Out of Stock Policy**

The most important thing to keep in mind when ordering is that our stock balances can fluctuate throughout the day with sales demand and stock that we receive from the manufacturers. Items are constantly being sold and our stock is constantly being replenished. If the item is identified as "Out of Stock", we will ship it as soon as we get it. Most items ship within 1 week unless they are out of stock.

Just because the item you ordered is NOT identified as out-of-stock does not necessarily mean that it will be in-stock at the moment you order it. We will notify you if the item you ordered is out of stock. We first try to reply via email and give you 3 days to reply. If we have not heard from you, we will then try to call you at the numbers you provide with your order. Be sure to give us your current email address and phone number.