



RETURNS

RETURN POLICY

Kingston Brass will accept returns within 90 days of the date your order was received. Returns must be in the original packaging, include all original parts, and show no signs of physical damage.

RETURN INSTRUCTIONS

To initiate a return, you must request an RMA (Return Merchandise Authorization) from our Customer Service team. Please be prepared to provide your order number and a description of the item(s) you wish to return. Remember that merchandise must not be installed and must be in new condition.

Please call us toll-free at 877-252-7277 Monday through Friday from 8 a.m. to 5 p.m. PT to request an RMA.

Please Note: Returns requested after 90 days from the date delivery not be accepted.

MEMBER RESPONSIBILITIES

Incorrect or damaged orders must be reported within 48 hours of receipt to qualify for a replacement free of charge.

Damages to the box must be noted on the bill of lading (shipping courier's forwarding receipt form) and reported to our Customer Support team within 48 hours of receipt of your merchandise.

If someone else signs for your order when delivered, it is as if you received the delivery personally and you assume the responsibility.

Please be advised Kingston Brass is not liable for any additional charges incurred following the delivery of a damaged product. If a replacement order is requested, the item(s) are subject to normal lead times and do not qualify for expedited shipment nor additional compensation.

RETURNS DUE TO SHIPPING DAMAGE

If you receive a damaged item, Kingston Brass will replace the item free of charge if requested within 48 hours of receipt. Please follow the instructions below:

- **Inspecting and receiving your merchandise:**
Please inspect your package carefully when it arrives and note the condition of the box. Keep in mind that by signing the shipping courier's forwarding receipt form, you are acknowledging that your merchandise arrived in good condition and Kingston Brass will not be able to file a claim with the shipping carrier.
- **Signing for your merchandise:**
You must notate damaged or missing items on the delivery receipt in order to receive replacement merchandise at no cost. If you see damage to the box or missing boxes, accept the shipment and write on the shipping courier's forwarding receipt form, "Damaged or Missing Boxes." When you bring the shipment into your home, carefully inspect each and every item for damaged or missing items.
- **Notifying Customer Service of damaged or missing items:**
Please take pictures of the item and the packaging it came in and email this information along with a detailed description of the issue to costco@kingstonbrass.com within 48 hours. Please provide your order number in the subject field of the email for quicker processing. Replacements due to damaged or missing items must be requested within 48 hours of your delivery. After 48 hours Kingston Brass is not able to file a claim due to the carrier's claim restrictions, and it is assumed that all merchandise was received in good condition. If you or your representative signs for the item indicating damages on the bill of lading, our Customer Service team must be notified within 10 business days of your delivery to receive your replacement free of charge. After 10 days, you will be responsible for the cost of replacement. If the merchandise has been installed, we will not be able to file a claim or provide a replacement.

REFUNDS

All refunds will be credited back to the original payment method. Refunds are not processed until we receive your returned product(s).

You can expect your refund within four weeks of the date you return your package. In most cases you will receive a refund sooner, but we estimate four weeks because of the time required for return shipping (7-10 business days), product inspection at our returns facility (up to 5 business days), and processing from your bank or credit card company (up to 5 business days). Once your return is processed we will send you an email with your refund details.

CANCELLATIONS

You may cancel your order, for any reason, and receive a full refund within 24 hours of your purchase. You will be responsible for contacting us for a cancellation request.

Please Note: Any cancellation requests made after 24 hours cannot be guaranteed due to our expedited order process. Our warehouse works fast and orders are often already packed up, shrink-wrapped on pallets, and loaded on FedEx trailers before a tracking number is sent to you. After 24 hours, it becomes impossible to locate your box and stop the shipment. Once the order is en route, it then becomes a general return under our easy 90-day return policy.

Please call us toll-free at 877-252-7277 Monday through Friday from 8 a.m. to 5 p.m. PT to request a cancellation.

DETERMINATION OF RETURNS VS. DESTROY IN FIELD

Kingston Brass prefers to destroy certain damaged or defective goods rather than return them. The objective of our Destroy in Field (DIF) policy is to reduce waste and avoid unnecessary costs for shipping unsalable goods back to us.

If an item is deemed as Destroy in Field, in order to be eligible for a refund the customer must provide us with a valid order number and send us pictures via email at costco@kingstonbrass.com. We will need to be able to identify from your pictures that they are indeed Kingston Brass products we sell and not any counterfeits or other brands.

In some cases, regarding unusual defective claims we may want to analyze defects to improve product quality so an RMA (Return Merchandise Authorization) request may be preferred rather than to Destroy in Field.