



Returns

GENERAL RETURNS

We want you to be fully satisfied with your purchase from kettler.costco.com. If you are not satisfied with your purchase for any reason, you may return it in new condition in the original packaging and unassembled within 120 days of purchase. To return your order:

1. Contact us at info@kettlerusa.com to obtain a Return Authorization (RA) number and shipping instructions. The RA number allows us to identify the product when it is returned to us so we can process your return quickly. Customer service hours are 9:00 a.m. to 4:30 p.m. ET, Monday through Friday (excluding major holidays). A return without a RA number could result in the inability of KETTLE® to issue a refund.
2. Write the RA number on a slip of paper and place it inside the original packaging. Carefully pack the product unassembled in the original packaging and properly seal it, as we are not responsible for packages that are lost or damaged. Also write the RA number on the exterior of the package.
3. For products being returned through a small parcel service, please be sure to use a secure shipping method that can be tracked. KETTLE® is not responsible for lost items during shipping and cannot process your return until the item is received. If the product is for a large item (i.e. game table), we will assist you in securing a freight company to return the product. This information will be provided when you contact us to obtain the RA number. Any shipping costs incurred by KETTLE® associated with the return will be deducted from your refund.

Once your return is received, our returns department will carefully inspect the product. If any product is not returned in resalable condition, an adjustment to your refund may be necessary. If this occurs, a customer service associate will notify you before the refund is applied. Refunds are only issued for the purchase price of the item(s) and any applicable sales tax in the original form of payment used to purchase the item. Shipping charges for both delivery and returns are not refundable. Any shipping costs incurred by KETTLE® for the return of the product will be deducted from your refund.

Please note that we will only authorize the return of a product that has been purchased directly from KETTLE®.

DAMAGED OR DEFECTIVE PRODUCT

In the unlikely event your kettler.costco.com order arrives damaged or the product is not properly functioning please contact our parts and service department by emailing parts@kettlerusa.com or call **866-804-0440**. Customer service hours are 9:00 AM to 4:30 PM ET, Monday through Friday (excluding major holidays). If only a part of the product needs to be replaced or is missing, a replacement part will be promptly shipped out to you at no cost.

In the case that the entire product needs to be replaced as decided by KETTLER, a RA number will be provided and we will issue a shipping carrier call tag to bring the merchandise back to our facility. At the sole discretion of KETTLER, a field destroy may be authorized for a product if deemed appropriate. Except in the case of small amounts of minor hardware, pictures of the damaged part(s) must be provided.

It is crucial that the receiver checks the packaging and item(s) condition(s) upon delivery and makes a note of any damage(s) on the delivery notice and, if necessary, the shipment should be refused. Please report a claim of any shipping damages within 3 days of delivery by emailing pictures of the damage to info@kettlerusa.com. Any failure to report claims in a timely manner may result in damage not being covered by KETTLER®. If you purchased a KETTLER® product through any other retailer, seller, or website, and the product has incurred shipping damage, please contact them directly to follow their claim procedures.

PARTS RETURNS

Any replacement parts ordered through our Parts and Service department via email (parts@kettlerusa.com) or phone (**866-804-0440**) are considered final. We do not offer refunds, exchanges, or returns on replacement parts.