RETURNS POLICY

- Returns must be received within six months of the original purchase date.
- ONLY <u>COMPLETE</u> PHYSICAL HOME MATERIALS KITS MAY BE RETURNED. Home materials must be unopened and unused with
 intact packaging. Partial kits and/or individual components will not be accepted. Once a home material has been updated,
 returns of the previous version of the home material will only be accepted if purchased within the last 30 days prior to the
 update.
- Sets of 5 CDs and sets of 5 books in the most current version will be accepted for return. Once a digital unit CD has been updated, returns of the previous version will only be accepted if purchased within the last 30 days prior to the update.
- Teacher's Kits, instruments and instruments kits, promotional items, apparel, clearance and discontinued items are not accepted for return.
- Non-Returnable items will be shipped back and shipping fees are responsibility of customer.
- Digital assignments cannot be refunded once billed.

Return to:

- Please complete the return policy form section below. Include one copy of form with return along with a copy of your invoice
 and keep a copy for your records. If additional space is needed, please feel free to use additional forms.
- To receive a replacement for damaged/defective items, KI must be notified within 30 days of purchase. Confirmation of damaged product may require a picture and/or a request for return of the item.
- Any items missing from your order must be reported within 30 days of purchase.
- Do not pack returns with newspaper. Returns damaged due to improper packing will not be accepted.
- Returns should be shipped using a traceable service. KI is not responsible for returns lost during shipment.
- When shipping multiple packages, mark the outside of the boxes as 1 of 2, 2 of 2, etc. and place a copy of return documentation in each box.
- Refunds will be applied to any outstanding account balance before a credit to your credit card or a check is issued.

Kindermusik International

	2606 Phoenix Drive Suite 810 Greensboro, NC 27406			
Customer Number:	Customer Name:			
Customer E-mail:		Refund by:	☐ Check ☐ Credit Card	

(last 4 digits)

<u>Invoice Number</u>	<u>Item Number</u>	<u>Item Description</u>	<u>Qty</u>	Damaged	Send Replacement
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N