

## **KCBSGEAR.COM**

### **OUR CUSTOMER SERVICE POLICIES**

THANK YOU for your order. Your support of KCBS is very important, and for that reason, we are providing the following information for your convenience. Your order has been received and processed by our national marketing partner, MMA Creative, which adheres to the following terms and procedures.

The quality of your merchandise has been checked before shipping, and the accuracy of your order has been double checked. We hope that you have received exactly what you ordered, and that you are satisfied with your new KCBS merchandise.

If for some reason you need to return or exchange merchandise, please read the following procedures:

#### **IN ALL SITUATIONS**

All returns or exchanges must be pre-authorized, prepaid and returned in the original box (whenever possible) via USPS. We cannot accept COD returns. For a **pre-authorization number**, please call MMA Creative at 800.499.2332 between the hours of 8 am and 5 pm Central Standard time, Monday through Friday. When returning items, clearly mark the Return Authorization Number (RAN) on the outside of the original box.

#### **FOR RETURNS/REFUNDS**

You may return the item(s) within 30 days of delivery for refund of the purchase price minus a 10% restocking fee, along with the shipping and handling charges.

You can expect a refund in the same form of payment originally used for purchase within 30 days of our receiving your return. You will be refunded the shipping cost if the return is a result of a manufacturer error or a shipping error on our part. However, service charges from third party mail stores cannot be refunded.

#### **FOR EXCHANGES**

If you want to exchange apparel for fitting purposes, you will be responsible for shipping and handling. Additionally, exchanges are subject to availability. In the event that the item you requested for an exchange is no longer available, a refund will be processed as stated above.

#### **GENERAL CONDITIONS**

- No returns or exchanges will be accepted after 30 days of original shipping.
- All returned merchandise is subject to quality inspection. We cannot accept worn/damaged items for exchange or refund.
- If items are returned in unacceptable condition, they will be returned at customer's expense.

#### **CONTACT INFO**

For other questions regarding your order, please email us [lisa@mmacreative.com](mailto:lisa@mmacreative.com), between the hours of 8 am and 5 pm Central Standard Time, Monday through Friday.