

RETURN POLICIES

General Return Policy

We want you to be completely satisfied with your purchase. If products purchased from Kul-U, LLC do not meet your expectations, you may return them within 30 days of receipt. Return policies do not apply to orders of more than two of any product. After 30 days, please refer to the manufacturer's warranty for product returns.

How To Return An Item

Send an email to support@kul-u.com and request a refund. You will be assigned an RMA number. Mail the returned item(s) to:

Kul-U, LLC
Attn: RMA #
11781 W. Fairfield Rd.
Saratoga Springs, UT 84045

Customer is responsible for shipping products. Please ship your product using any carrier you prefer but we suggest selecting a method with the ability to trace shipment. Kul-U is not responsible for shipments for which the carrier can not provide proof of delivery.

Use the original package when possible. The product must be mailed inside a box with either foam or bubble wrap to avoid physical damage to the product during shipping. Kul-U is not responsible for loss, damage, or shipping charges to the return center. You must have an RMA number before sending the product.

Returned products must be in a new, undamaged, usable condition, and contain all original packaging and accessories (including all warranty cards and product manuals/instructions). Items with a gift receipt from the packing slip may be returned for an electronic gift certificate. Any product that has been misused or that shows any signs of abuse will not be refunded or exchanged.

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Reimbursement

After receipt, inspection, validation and processing Kul-U will issue a credit to the customers's account, credit card account or by company check for the cost of the returned product only. Shipping and other handling charges are not reimbursable. No reimbursements will be made until the return merchandise is received, inspected, validated and processed.

Receiving Refunds

Kul-U, LLC will issue a refund after we receive and process an acceptable return for which a valid RMA number was issued. For items directed to our Returns Center, it can take up to 30 days to receive a refund after you have returned the item (in many cases you'll receive the refund sooner).

Items Purchased by Other Sellers

If you purchased a Kul-U product at a retail store or from another seller, those returns or exchanges must go through the place of purchase. Return policies may vary depending on the place of purchase. Please take time to familiarize yourself with these return policies prior to purchase. Kul-U, LLC reserves the right to modify its return and exchange policies at any time without notice.

Validation Rejection/Credit Not Approved

Customers will be notified in writing by Kul-U Customer Service if the return is not approved for credit or replacement. Customers must respond within 24 hours of notification, after which the merchandise will be processed at not credit.

Returned merchandise that has been returned and shows signs of physical abuse, electrical abuse, improper installation, or contains unauthorized modifications will not receive credit. If a customer requests the return of the rejected or unapproved merchandise, then Kul-U will return the merchandise to the customer at the customer's expense.