



Returns and Exchanges Policy

Every item on our website comes with Kruger Farm's 100% Satisfaction Guarantee. If you are not completely satisfied with your order when it arrives, we'll refund your money or exchange any item.

Basic Returns Policy: Within 30 days of delivery, you may return all merchandise in new condition with original packaging and accessories, for a full refund of the purchase price. Your shipping and handling fees are non-refundable.

We **cannot** accept returns of certain items, including:

- Any item that is returned more than 30 days after delivery.
- Any item that is not in its original condition, is damaged, missing parts, or where the package has been opened.
- Any item that is gas-powered or contains flammable liquids.
- Any product missing the serial number or UPC.

If we made a mistake, or you received a damaged or defective item: If something is wrong with an order, we certainly want to help you. Please use our Customer Care Form to start the process for solving the problem. We'll ask you to indicate the number of items you're returning, the reason for the return, and whether you would like a refund or a replacement item sent to you. If we made a mistake on your order, your return surface shipping will be reimbursed.

Do you need to cancel or change an order? We are happy to cancel or change an order that has not yet been released to our shipping system, as long as the item is a normal stocked item.

Exchanges: If you would like to exchange a stocked item for a different size, we are happy to accommodate you. Please contact our Customer Care group by email at customercare@krugerfarms.com.

Did you receive a damaged or defective item? Please contact us if you receive a damaged or defective item. We'll work with you to take care of your problem.

Did you receive the wrong item or an item you didn't order? Please use our Customer Care Form to tell us about your problem. We'll ask you to indicate the number of items you are returning, as well as whether they arrived instead of or in addition to

items that you did order. We will also ask you whether you need a refund or a replacement sent to you.

Are you missing an item? Check the packing slip that was included with your shipment. In order to fill your order quickly and efficiently, we may have split your order into multiple shipments, which we would indicate on the packing slip.

How to return an item to us:

1. First, gain approval to return the item by emailing customercare@krugerfarms.com. We will assign an RMA Number to your return.
2. Use our original packing slip or invoice:
 - a. Write the RMA Number on the form.
 - b. Provide any instructions if needed.
 - c. Enclose the form in the box with your merchandise (Keep a copy for your records, please).
 - d. Return the merchandise by UPS or insured mail, using this address:

**Krugerfarms.com, Inc.
Returned Goods Department
30344 County Road 18
Starbuck, MN 56381-2221**

If your payment was by:

- Credit card, we will reverse your credit card charges (exclusive of shipping and handling charges).
- Check, we will send you a refund.
- If you have an account with us, we will make the appropriate adjustments.