



Return Policy

If you are not satisfied with your purchase, you may return eligible products within 30 days of receipt for a refund, less applicable restocking, shipping, and handling charges. Products must be new, unused, and in resalable condition. Please follow the return procedures below.

Return Merchandise Authorization (RMA)

All returns must be authorized by Knappe & Vogt in advance. The original purchase order or order number is required to receive an RMA number. Please return the product within 30 days of issuance of the RMA number. Please package products securely in their original packaging, if available. Products returned without their original, resalable packaging are subject to additional fees outlined below.

For pre-authorization, please contact Customer Service by:	Phone	Email	Online
	1.800.253.1561	customerservice@kv.com	www.knappeandvogt.com/contact

Restocking and Handling Fees

- A 25% restocking and handling fee applies, with a \$25 minimum.
- Products returned without their original, resalable packaging are subject to an additional 25% fee.
- These fees will be waived for returns resulting from a Knappe & Vogt error or a confirmed product defect.

Return Shipping

- Shipping damage is the responsibility of the carrier. Knappe & Vogt will assist customers with filing claims with the responsible carrier.
- You are responsible for all return shipping charges unless the return results from a Knappe & Vogt error or a confirmed product defect.

Ship Returns to: Knappe & Vogt | Return Goods Department
3800 Eastern Ave SE
Wyoming, MI 49509

Refund Processing:

- Upon receipt and inspection, Knappe & Vogt will determine the approved refund amount, notify you of any discrepancies, and issue a refund for approved returns.
- Upon receiving your return shipment, please allow a minimum of 14 business days after we receive your return shipment for inspection and processing.
- Your refund will include the value of the approved returned products and the associated tax charged, less applicable fees. Delivery charges are excluded.
- Refunds will be issued using the original form of payment. Credit card refunds should appear within one billing cycle.

Replacement Orders:

- If a return results from a Knappe & Vogt error or a confirmed product defect, please return the item following the procedures above. After inspection and approval of the return, a replacement will be shipped at no additional charge.
- For all other approved returns, a refund will be issued to the original form of payment, less applicable fees within one billing cycle.