



**Kin Canada**  
Kinsmen • Kinettes • Kin

## Kin Store Exchange, Return, and Refund Policy

Kin Canada appreciates all members and clubs who purchase products from our Kin Store. We strive to provide quality products that meet or exceed customer expectations. If you are not satisfied with your purchase, we are pleased to offer exchanges or returns/refunds\* on many of our products. \*Terms and Conditions apply.

### Terms and Conditions

1. To request an exchange or a return/refund, please contact [orders@kincanada.ca](mailto:orders@kincanada.ca) to confirm product eligibility for exchange or return/refund. If eligibility is confirmed by Kin Canada staff, please return eligible product (in the condition that it was received) to Kin Canada within 30 days of purchase.

- a. Product that has been worn, washed, or damaged by the customer in any way will not be eligible for exchange or return.
- b. Products eligible for exchange or return/refund must be mailed (at the customer's expense) to Kin Canada at 1920 Rogers Drive, Box 3460, Cambridge, ON N3H 5C6.
- c. Returns or exchanges received more than 30 days from the date of purchase or that are received damaged in any way will not be refunded.
- d. Shipping fees will apply to the customer on product exchanges.

2. Custom or engraved orders are not eligible for exchanges, returns, or refunds.

- a. If a custom or engraved item is received damaged, incorrect, or unsatisfactory, please send a photo and description of the product concern to [orders@kincanada.ca](mailto:orders@kincanada.ca) within 15 days of purchase. If approved, a refund or replacement product will be issued by Kin Canada within 30 days of purchase. Additional shipping fees may apply depending on the circumstance.
- b. Eligible replacement product will be shipped through Canada Post. Kin Canada cannot guarantee third-party shipping standards.

3. Refunded money for eligible products will be applied to the customer's original payment method. Note that it can take 5-10 business days for refunds to appear on credit card statements.

- a. Cash payments will be refunded via a cheque issued to the customer within 30 days of purchase. Note that cheques will be mailed through Canada Post and Kin Canada cannot guarantee third-party shipping standards.

If you have any questions, please contact Kin Sales at [orders@kincanada.ca](mailto:orders@kincanada.ca).