

KETTLER USA
888.253.8853

Order Cancellation:

If you decide to cancel an order, please contact us at orders@kettlerusa.com prior to shipment. Orders already shipped cannot be canceled. Since we strive to ship orders quickly, you may have to request a return authorization for the orders already shipped.

Return Policy:

We want you to be fully satisfied with every item that you purchase from KETTLER. All we require is that you send the items back to us in the original packaging and make sure that the merchandise is in new and unused condition. You may return the item within 90 days of shipment for a refund of the purchase price minus the return shipping. If any parts are missing or defective, we will be happy to send you replacement parts at no charge. KETTLER will not pay for return shipping if parts are missing or defective.

Here are the steps to the return process:

1. All returns require prior authorization from KETTLER. To obtain a return authorization, please send us an email at orders@kettlerusa.com. Items returned without authorization from KETTLER cannot be accepted.
2. Carefully package the item in the original packaging to ensure it is received by KETTLER in new and unused condition. Using the RA number supplied by KETTLER, please write in 1 inch letters "RA 9999" on at least 2 sides of the return package.
3. Contact the carrier listed in the KETTLER RA instructions.

Once your return is received and inspected by KETTLER (which may take 3-5 business days), your refund will be processed and a credit will be applied to your credit card within 7-10 business days. The cost of return freight will be deducted from your refund. Items that are not in new and unused condition will result in a 20% restocking fee, reduced credit, or no credit.

Privacy Policy:

KETTLER respects your personal information and your privacy. We think your gender, age, income, marital status and blood type is none of our business! The personal information we do collect will not be shared with outside companies except as necessary in the normal course of business (for example shipping companies in order to deliver a shipment).

Parts Policy:

KETTLEER backs its products with warranties for continued peace of mind. Any missing or defective parts or warranty claims are handled by our parts department. Please see the parts and service page for more information on contacting them directly.

Enjoy your KETTLEER product for many years!

Manufacturer's warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

<https://www.kettlerusa.com/homePage/termsAndConditions?division=kettler+usa>