



Warranty & Return Policies

Warranty

Kinger Home® Company warrants Kinger Home® all products to be free from defects in parts under normal use and service for a period of 1 year from the date of purchase. In the event of such defects Kinger Home® will, at its option, replace the defective product or refund the purchase price. The foregoing is the exclusive remedy and Kinger Home® disclaims all other warranties, including any implied warranty of merchantability or fitness for a particular purpose. In addition, Kinger Home® will not be responsible for consequential damages in excess of the purchase price of the product on which such liability is based.

Return Policy

You may return your purchase within 30 days of receipt. No refunds will be issued for incomplete or unauthorized returns. All returned products must be 100% complete, adequately packaged in original packaging and in resalable condition. Products that have been assembled or modified will not be eligible for return. All items must be returned in their entirety, meaning all items included must be returned together. No returns or exchanges on discontinued items. Please begin the return process by contacting the store or company where you bought your Kinger Home® item.

Replacement Parts

In the event that an item has been lost or damaged, either by the manufacturer or in shipping, you may request a replacement with a police report sent to us via PDF. Replacement parts are not available for all units and only given at Kinger Home discretion. We will assess any damage and find a solution, which could include shipping you a replacement. No replacements are available for discontinued items or repackaged (open box) products. Please call Kinger Home Customer Service at 818-477-0813 for replacement parts before returning the damaged item. Please have the following information (which can be found in your instruction manual) ready before you call Customer Service.

- o Model or SKU # of the item
- o Original Order Number and Purchase Date
- o Full Name and Shipping Address
- o Shipping Address
- o To help expedite the process please provide a detailed description of the issue as well as pictures of the defective or damaged item and damaged packaging and send it to help@kingerhome.com

Incorrect Order Received

If you received something other than what you ordered, please contact Kinger Home Customer Service at 818-477-0813 within 48 hours of receiving the item.

Please refer to www.kingerhome.com for our complete return guidelines and policies.

Kinger Home®
4290 E Brickell St, Unit B
Ontario, CA 91761

Customer Service: 818-477-0813
Email: help@kingerhome.com
M-F 9-5pm PST
48 Hour Response Time