



KITCHEN AND BATH DIRECT RETURN POLICY

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For the latest updates, visit our website: <https://kandbdirect.com/>



KITCHEN & BATH DIRECT

Address : 3977 25th Ave,
Schiller Park, IL 60776

Phone : (224) 781-2925

Website : www.kandbdirect.com

Email : info@kandbdirect.com

KITCHEN AND BATH DIRECT RETURN POLICY

At Kitchen and Bath Direct, we are committed to ensuring customer satisfaction with every purchase. If a return is necessary, the following terms and conditions apply:

RETURN ELIGIBILITY

1. **Delivery:**
 - ▶ Our drivers are responsible for curbside delivery to the address on file.
2. **Non-Returnable Items:**
 - ▶ Special-order products cannot be returned.
 - ▶ Returns are not accepted after installation or cutting.
3. **Damage Reporting:**
 - ▶ Any damages must be reported to Kitchen and Bath Direct within 48 hours of delivery.
4. **Items Not Eligible for Return:**
 - ▶ Custom orders
 - ▶ Clearance items
 - ▶ Discontinued products
 - ▶ Special-order items
 - ▶ Non-stock doors



RETURN PROCESS

1. Authorization:

- ▶ Customers must contact Kitchen and Bath Direct for return authorization before sending any items back.
- ▶ Unauthorized returns will not be accepted.

2. Preparation:

- ▶ All items must be securely packaged to prevent damage during transit.
- ▶ Trim and other materials must be grouped and placed in an accessible location for pickup.

3. Pickup Services:

- ▶ Excess materials may be picked up for a standard delivery fee.
- ▶ An authorized person must be present to assist with loading the items onto the vehicle.



RESTOCKING FEES AND CREDITS

1. Restocking Fee:

- ▶ A restocking fee of up to 35% may apply to large returns.
- ▶ The fee is determined at Kitchen and Bath Direct's discretion.

2. Inspection:

- ▶ Credits will only be issued after returned items have been received and inspected to ensure they meet return standards.

3. Rejected Returns:

- ▶ Items that do not meet return criteria will be held at our facility for 30 days for customer pickup.
- ▶ Unclaimed items after this period will be disposed of.

4. Refund Timing:

- ▶ Refunds will be processed within 4–6 business days following inspection.
- ▶ Customers can choose one of the following refund options:
 - Credit toward future purchases
 - Refund to the original payment method



WARRANTY AND LIMITATIONS

1. Compliance:

- ▶ All returns must adhere to our warranty and return policies.

2. Damages:

- ▶ Kitchen and Bath Direct is not responsible for damages caused by improper use, incorrect installation, or manufacturing defects.
- ▶ We do not cover costs related to installation, repainting, refinishing, or any other associated labor expenses.

3. Defective Products:

- ▶ For products with factory defects, Kitchen and Bath Direct reserves the right to repair, replace, or refund the purchase price at our discretion.





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Thank You for Choosing
Kitchen and Bath Direct

If you have questions about this policy
or need assistance, please contact our
customer service team.

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