

**Kindermusik Canadian and Australian Returns Policy**

**Return credits will be adjusted to reflect the actual cost to ship product back to the Kindermusik Distribution Center.**

- Physical home materials have been discontinued for all programs (excluding Kindermusik Musicians) and will no longer be accepted for return. The deadline to return Young Child 3 home materials is 5/31/24 and the deadline to return Young Child 4 home materials is 7/31/24.
- ONLY BOOKS, HOME INSTRUMENTS, AND KINDERMUSIK MUSICIANS HOME MATERIAL KITS PURCHASED BY KINDERMUSIK EDUCATORS MAY BE RETURNED** and must be received within six months of the original purchase date. Materials must be unused and include intact packaging and/or hang tag if applicable.
- Books and instruments purchased by parents through Educator stores and/or Kindermusik International (“KI”) will only be replaced if the product is defective or damaged in shipping. Refunds are not available. To receive a replacement for damaged/defective items, KI must be notified within 30 days of purchase. Confirmation of damaged product may require a picture and/or a request for return of the item.
- Once a book has been updated and released, returns of the previous version will only be accepted if purchased within 30 days prior to the release date.
- Teacher’s kits, props, manipulatives, classroom instrument sets, promotional items, apparel, clearance, and discontinued items are not accepted for return.
- Non-Returnable items will be shipped back and shipping fees are the responsibility of the customer.* If you are unsure whether an item is returnable, please contact [info@kindermusik.com](mailto:info@kindermusik.com) prior to shipment.
- Digital assignments will not be refunded once billed.
- Please complete the return policy form section below. Include one copy of the form with return along with a copy of your invoice and keep a copy for your records. If additional space is needed, please feel free to use additional forms.
- Any items missing from your order must be reported within 30 days of purchase.
- Do not pack returns with newspaper. Returns damaged due to improper packing will not be accepted.
- Returns should be shipped using a traceable service. KI is not responsible for returns lost during shipment.
- When shipping multiple packages, mark the outside of the boxes as 1 of 2, 2 of 2, etc., and place a copy of return documentation in each box.
- Refunds will be applied to any outstanding account balance before a credit to your credit card or direct bank credit are issued.
- If refunding to a credit card, the amount will be applied to the same card used for the purchase unless otherwise specified. Refunds cannot be applied to a card not previously charged. Otherwise, a direct bank credit will be issued.
- Returns **MUST** be shipped with FedEx. Please follow instructions below.

**Ship Returns to: Kindermusik International, 237 Burgess Road, Suite C, Greensboro, NC 27409**

**Kindermusik Canadian and Australian Returns Instructions:**

- Contact the Customer Solutions Team at 1-800-628-5687 or [orders@kindermusik.com](mailto:orders@kindermusik.com) on all returns.
  - Please be ready to tell us exactly which item(s) you are returning.
- Kindermusik will create a return label and Customs Invoice for you to use that can be emailed or faxed to you to print out.
- Package up your return and apply the return label(s) to the box or boxes. Include a copy of your invoice and return form in the box.
- Give the return to your FedEx Driver the next time they make a delivery or simply take to the nearest drop box or FedEx location.
- Kindermusik will be responsible for all Duties and Custom Fees associated with any return.
- Shipping fees will be calculated by Kindermusik support upon creation of the FedEx label for your return.
- The actual cost of shipping will be deducted from the amount you will be credited for your return.

**Customer Number:** \_\_\_\_\_ **Customer Name:** \_\_\_\_\_

**Customer E-mail:** \_\_\_\_\_ **Refund by:**  Credit Card \_\_\_\_\_ (last 4 digits)  
 Direct bank credit

<u>Invoice Number</u>	<u>Item Number</u>	<u>Item Description</u>	<u>Qty</u>	<u>Damaged</u>	<u>Send Replacement</u>
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N